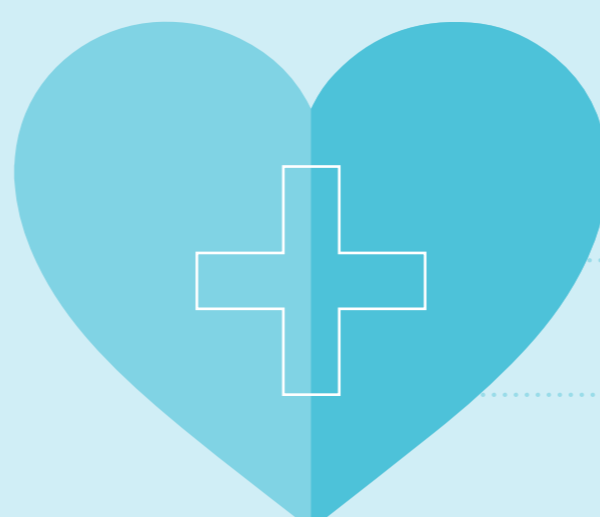


MERCER MARKETPLACE 365+ HUB GETS RESULTS

The US healthcare system can be difficult to navigate. Helping your employees make the right decisions while keeping costs down can seem like an impossible task.

Fortunately, the Mercer Marketplace 365+ HUB is here to make life easier for everyone, improving transparency, quality and affordability of care. Here are the results to prove it.



32% of healthcare consumers lack knowledge of options

50% are health illiterate

50% feel hassled by the system

100% live in a world with stressors

Source: 2015 Accolade Consumer Health Index

HOW EMPLOYEES ARE TAKING ADVANTAGE OF THE MERCER MARKETPLACE 365+ HUB



Nearly \$70

AVERAGE SAVINGS PER INTERACTION WITH A HEALTH ADVOCATE CONCIERGE



21%

EMPLOYEE ENROLLMENT



54%

OF SECOND OPINION CASES EXPERIENCED A CHANGE IN TREATMENT

Sources:
 • Mercer open enrollment data, Health Advocate (conciierge and price-compare tool), and Advance Medical (second opinion services)
 • Mercer Marketplace 365+ HUB utilization data for 2018
 • Mercer Marketplace 365+ HUB book of business data from the period of 1/1/2018–12/31/2018

WHAT EMPLOYEES ARE SAYING ABOUT THE MERCER MARKETPLACE 365+ HUB



I was really worried about my treatment and whether it was correct. I feel so much better after reviewing my report from [the specialists available through] the Mercer Marketplace 365+ HUB.



Two personal health advocates helped me find several providers. They gave me excellent customer service — they were very warm and went out of their way to help me out. I really, really appreciate it. Thank you so much.



The Mercer Marketplace 365+ HUB is a great supplement to our company benefits.

Comments were submitted by Mercer Marketplace 365+ HUB members, not specific to client, describing their experiences with Mercer Marketplace 365+ HUB; includes comments from Health Advocate.

EXPERT SECOND OPINION

54% of second opinion cases experienced a change in treatment



NON-MEMBERS

Specialist consult varies from \$200–\$500 depending on network

New patient's average wait time for a physician appointment:

24 DAYS in 15 of the largest US cities

32 DAYS in midsize metropolitan areas



MEMBERS

Unlimited access to experts at no extra cost

The average wait time for an expert second opinion:

5 DAYS upon receipt of medical records

Sources: Advance Medical Book of Business data and Advance Medical 365+ HUB member data from the period of 1/1/2018–12/31/2018

CASE STUDIES

EXPERT SECOND OPINION

To confirm that surgery was the best treatment option to solve sinus issues, a member sought an expert second opinion through the Mercer Marketplace 365+ HUB.

PROCESS

Case manager consulted two medical experts on diagnosis and treatment plan.

Experts noted: surgery not sole option; should be done along with medical therapies

SOLUTION

Experts disagreed with surgery option; decided best course was to control allergies

Experts recommended allergy testing, and allergy shots taken with nasal saline and steroid rinses; oral medication may also be helpful

COST IMPACT

Member and plan saved

\$3,800

combined

Source: Advance Medical
 Not all interventions may result in a savings.

HEALTH CONCIERGE/ADVOCACY

A member was denied a head and neck MRI during the initial pre-authorization process so the member contacted the health advocacy concierge.

PROCESS

Member's medical carrier informed the concierge that it didn't receive clinical info required to approve service

Conciierge worked with provider to submit required info for further review

Pre-authorization granted

SOLUTION

Member received MRI and began treatment, using pricing tool to compare providers

COST IMPACT

Member and plan saved

\$300–\$500

combined (depending on chosen MRI location)

Source: Health Advocate
 Not all interventions may result in a savings.



With the Mercer Marketplace 365+ HUB you and your employees can live healthier lives, simplify the healthcare experience and save a lot of money. Visit <https://www.mercer.us/what-we-do/health-and-benefits/comprehensive-health-and-benefits-solutions.html> to find out how.