

health transformation collaborative

healthcare, evolved

raising the standard of care for higher-ed tech

A private equity-owned higher-education tech company faced challenges that many organizations are familiar with: healthcare costs were increasing while employee engagement and satisfaction with their healthcare plan were low. With the help of Mercer's Health Transformation Collaborative (HTC), the employer addressed both of these challenges head on.

Read on to learn how the HTC was able to save the employer \$1.4 million in 2020 health care costs **and** increase employee engagement.

Company Background

In addition to increasing healthcare costs and low engagement, the company faced an additional challenge. As an employer in the tech sector, competition for top talent is fierce. Many competitors had more robust benefit offerings, and the company needed to improve their benefits package while controlling costs.

Leveraging the HTC

As a mid-size company in a competitive environment, the employer knew they needed a partner to come up with a creative solution. Throughout the exploration phase, Mercer identified opportunities that would improve employee engagement and satisfaction, drive quality care, and save money.

These outcomes were achieved by implementing a full-service solution that addressed the broad needs of employees and their family members, including a high-touch concierge service and digital solutions for employees with high-cost chronic conditions such as diabetes and mental health.

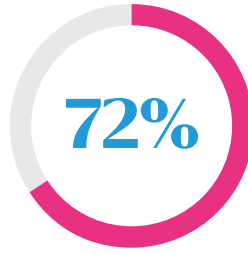
While this was a big change for both the company and their employees, HTC support included a financial roadmap, recommended best-practice communication strategies, best-in-class pricing and terms, implementation support, and on-going vendor management. With the support of the HTC, the employer was able to increase engagement, reduce healthcare costs, and effectively communicate the new benefits program to their employees.

results—increased engagement

High-touch Concierge + Care Advocates

72% of all employees were engaged with care advocates.

96% of high risk members and 87% of moderate risk members were engaged.



Digital Solutions

Participants in the weight management program experienced clinically significant weight loss of 4%, and participants enrolled in the diabetes management program lowered their A1C by 0.8 points after 12 months.

Positioned for the future

In 2020, the company was well-positioned to address the COVID-19 pandemic. Since they already offered digital programs, they were able to continue to offer these programs to address employees' needs.

In particular, they promoted their existing behavioral health digital solution to help employees address the mental health challenges resulting from the pandemic.

The total benefits package is now competitive with the benefits offered by other tech companies, and serves as a retention and recruitment tool for the company.

Cost savings

In total, the HTC saved the company \$1.4 million in 2020 health care costs, which allowed them to hold employee contributions flat for 2020.

Mercer's HTC saved the company \$1.4 million in healthcare costs in Year 1.



By joining the HTC, the company increased engagement, improved the employee experience, and saved money.