



Leading consulting firm curbs rising medical costs by increasing the adoption and utilization of **cost-effective health plans and ancillary benefits**

Overview

A prominent consulting firm with a large workforce faced challenges with low adoption and engagement in its innovative health plans and supplemental benefits, which were designed to control medical costs and generate savings.

To address this, the firm implemented Reclaim's healthcare financial advocacy platform. Reclaim's AI-based, claims-driven platform delivers benefits recommendations in the context of an individual's own personal healthcare needs before, during and after open enrollment. This leads to a more well-informed healthcare consumer and an optimized level of benefits engagement.

Over three years, the firm saw significant improvements in employee activation rates, higher adoption of Health Savings Account plans, substantial savings for employees, and a lower overall cost trend, demonstrating the platform's effectiveness in enhancing benefit utilization and reducing medical costs.

The consulting firm's experience with Reclaim's platform underscores the significant impact that proactive engagement and personalized healthcare financial advocacy can have on the adoption and utilization of cost-effective health plans, leading to meaningful savings for both employees and employers.

Benefit Leader spotlight:

Our plans and benefits work. We needed to find a way to increase adoption and engagement.

- Health & Benefits Manager



Impact Statement

Employees and the company saw high engagement and measurable savings.

87%

of employees signed up for Reclaim's proactive financial advocacy

58%

increase in the adoption of Health Savings Account (HSA) plans over three years

\$1,123

average savings from bill overcharge resolution or voluntary payouts

2.8% vs 11.6%

engaged employees displayed a significantly lower year-over-year overall cost trend: **2.8%** compared to **11.6%** for those not activated

Looking ahead

After implementing Reclaim's financial advocacy platform for over three years, the employer achieved significant increases in employee adoption and engagement with cost-effective health plans and supplemental benefits. The company expects additional improvements in future years.

Significant increases in employee adoption and engagement with cost-effective health plans and supplemental benefits were achieved, including 58% increase in the adoption of HSA plans.

Challenge

This consulting firm with a workforce of 15,000 employees faced a challenge. Always known for offering highly competitive benefits, the firm introduced innovative health plan designs and supplemental benefits that are proven to control medical costs and generate significant savings for both employees and employers. However, adoption and engagement with these benefits were disappointingly low. The lack of participation prevented both employers and employees from realizing the substantial cost savings that these plans are designed to deliver.

Results & Impact

To combat the low engagement with its health plans, the consulting firm implemented Reclaim's financial advocacy platform. This solution was designed to increase the utilization of the firm's health benefits through:

- 01. Excellent Activation Rates:** The overall employee activation rate soared to 87.1%, with high engagement among those with chronic conditions—85.6% for diabetics and 90.7% for asthmatics
- 02. Higher HSA Plan Adoption:** There was a 58.5% increase in the adoption of Health Savings Account (HSA) plans over three years, indicating a broad-based engagement across the employee population.
- 03. Substantial Employee Savings:** On average, engaged employees saved \$1,123 per bill qualified for overcharge resolution or voluntary payouts. Engaged employees also saw a reduction in their overall costs, including premiums and out-of-pocket expenses, averaging \$523 in savings.
- 04. Lower Cost Trend:** Engaged employees displayed a significantly lower year-over-year overall cost trend—2.79% compared to 11.57% for those not activated—demonstrating the effectiveness of Reclaim in driving down medical costs.

Solution

To combat the low engagement with its health plans, the consulting firm implemented Reclaim's financial advocacy platform. This solution was designed to increase the utilization of the firm's health benefits through:

- 01. Employee Activation:** Leveraging a partnership with the benefit administrator, Reclaim integrated employee plan eligibility data. During open enrollment, a simple prompt was used to activate employees' engagement with their healthcare plans.
- 02. Personalized Recommendations:** Reclaim provided employees with insights into their recent healthcare bills, current plan performance, and potential out-of-pocket costs, empowering them to make informed decisions about their health plan elections.
- 03. Proactive Advocacy and Savings:** The platform proactively analyzed healthcare bills, identifying opportunities for employees to save by fully utilizing their benefits and coverage.
- 04. Optimize Coverage Year-Over-Year:** Employees were able to review their plan performance annually and consider switching to more cost-effective coverage options based on their recent healthcare expenses.

Contact us: info@reclaim.health

Schedule a demo: www.reclaimhealth.com