

## CLIENT

- Industry: Concrete
- Employees: 600+
- Location: North Carolina

## CHALLENGE

Steering members towards high-value, fair-priced facilities that cut healthcare costs for members and the company's health plan.

## SOLUTIONS

- Proactive member guidance from expert advisors
- Rewardable procedures
- Healthcare benefits navigation and optimization
- Customized strategies for ongoing member advocacy

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Trusted  
Relationships,  
Meaningful  
Savings

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## HEALTHGRAM'S MEMBER ADVOCACY PROGRAM DRIVES \$223K IN SAVINGS FOR LOCAL CONCRETE COMPANY

A North Carolina concrete company sought a more robust member advocacy program that would help its employees get the most out of their healthcare benefits. Healthgram's Connect Program gave employees dedicated, expert Advisors who helped guide members to high-value, fair-priced facilities - optimizing benefits and saving around a quarter of a million dollars in one year.

### Seeking Better Solutions

A concrete company was looking to offer its employees dedicated healthcare support that could help members navigate their benefits, find the right doctors, and answer their questions with one-on-one guidance.

Healthgram implemented its Connect Program to engage employees by proactively helping with:

- Administrative topics such as eligibility and claims follow-ups
- Benefits education and review
- Clinical direction
- Financial guidance

Within the company's 2020-2021 plan year, our Connect Advisors engaged with over 70% of members helping them to maximize their benefits and steer them to high-quality, fair-priced facilities for care.

### Advocacy that Drives Savings

Since implementing Healthgram's Connect Program, our team of Advisors helped this concrete company avoid \$1.9 million in healthcare costs by steering members to high-value, fair-cost facilities. Employees not only saved money but also received \$4,450 in rewards by following their dedicated Advisor's recommendations.

One-on-one guidance from our Connect Advisors drove \$223K in savings in one year. Our Connect Program helped members navigate their benefits to make the best decisions for themselves and their families. Our Connect Program's outstanding level of care and expertise helped this company and its employees achieve positive health outcomes while improving their bottom line.

### Proven Results

**\$223K**  
in hard dollar savings

**70%+ member engagement**  
with Healthgram's Connect Advisors

**\$141K**  
savings on rewardable  
procedures

**\$1.9 million**  
in cost avoidances

Let us help your members maximize their healthcare benefits with expert guidance from our Connect Advisors.

Learn more:

<https://www.healthgram.com/solutions/member-experience/>

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