



Healthcare Navigation: Utilization Case Study

Maximizing the Value of Employee Benefits With Emry Health



Overview

A 90-life employer group demonstrated the clear benefits of using Emry. This case study looks at the annual results of this partnership, focusing on the notable savings per employee, high use of Emry's services, and the positive feedback from employees.

Group Demographics and Initial Challenges

Employees: 90

Challenges: High healthcare costs, underutilization of available services, and a lack of awareness regarding health benefits.

Goals: Enhance benefit utilization, improve health outcomes, and create substantial cost savings.

Year-End Outcomes



Financial Savings

Average Savings Per Employee: \$2,881

This substantial average saving per employee underscores the effectiveness of Emry's services in reducing healthcare expenses, demonstrating the tangible financial benefits of the partnership.



Utilization and Engagement

Annual Utilization: 189% of the employee population

On average, each member on the employer plan engaged Emry twice within the year, indicating a high level of engagement.

The breadth of cases managed, service requests fulfilled, and activities conducted reflects the comprehensive nature of Emry's services.

Cases Managed: 148
Service Requests: 170
Activities Conducted: 921

Top Activities for Group

- Benefits Advisory
- Bill & EOB Explanation
- Bill Review & Resolution
- Pre-Authorization
- Provider Search



5-Star Service

Survey Results: 100% of the population who completed the survey rated their experience as a 9 or 10.

This approval rating from survey participants highlights the exceptional value and satisfaction derived from Emry's services, reinforcing the positive impact on the employee population's well-being and perception of their healthcare benefits.

The full-year utilization of Emry's services by this group has not only facilitated significant financial savings per employee but also contributed to savings to the self-funded plan.

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Contact Stacy Lane:
slane@goodrootinc.com
(707) 362-9746



Contact Kyle Anderson:
kanderson@goodrootinc.com
610-551-5516

