

SUCCESS STORY

Wellness case study

FHN drives down claim costs by implementing new well-being program

The goal

FHN is committed to the health and well-being of all their patients and employees. They provide caring, personal and professional healthcare to everyone who visits one of their centers. After learning they were being overcharged in their current benefits plan, FHN wanted to find lower costs and create an enhanced well-being program to help support their employees.

The action plan

FHN collaborated with Marsh McLennan Agency (MMA) to explore ways to improve their employee well-being programs while reducing their overall costs. Before turning on FHN's wellness initiatives, MMA suggested creating a strategy focused on transitioning employees to a High Deductible Health Plan (HDHP) and encouraging enrollment in the company's HSA program. This helped ensure their benefits plan was structured in a way that would be successful for employees before introducing new offerings.

Once the new plan had been established, MMA and FHN implemented a new multi-dimensional well-being program that aimed to create a healthier work environment. This new program was designed to equip staff with the tools and resources for healthier behaviors within their workplace. MMA and FHN branded this new initiative "Healthy Body. Healthy Mind" and focused on a holistic approach to employee well-being.

FHN established a wellness committee to communicate the program, advocate for supportive health policies, promote participation in wellness activities and evaluate the program's overall impact. In addition to increasing participation, FHN wanted to provide support on the mental, financial, and social health of their

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Client profile



Hospital

22%

higher utilization in preventive care for wellness participants

\$865.12

decrease in claims PEPM

100%

employees enrolled in HDHP program since 2020

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staff members. They worked with MMA to carefully select engaging activities that promoted overall well-being and preventive care participation.

FHN adopted several new capabilities to increase participation and find efficiencies, including an electronic tracking system and a new microsite with access to real-time activities. With these improvements, FHN was able to provide end of year reporting and award incentives for achieving specific thresholds within their well-being program. As a result of these enhancements, FHN has seen a reduction in cost from participants in per employee per month (PEPM) medical costs compared to non-participants.

The result

This focus on proactive health led to greater well-being support, early detection and increased visits to FHN clinical departments. Staff members who participated in the program have shown 22% higher utilization in preventive care. With the implementation of new well-being programs, FHN has also seen a \$865.12 decrease in claims per employee per month (PEPM) for wellness plan participants vs. non-wellness plan participants. FHN continues to evolve their program by introducing new activities and opportunities to engage their staff and continue to successfully promote employee well-being.



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