

**SUCCESS STORY****Wellness case study**

## Presbyterian Living enhances employee well-being by introducing wellness program

### The goal

Presbyterian Living is an independent, non-profit and faith-based retirement community with four locations in the Chicagoland area. Since 1904, they have been committed to providing peace of mind and a fulfilling lifestyle to all their residents. Presbyterian Living was experiencing rising medical claims costs and faced challenges in supporting the well-being of all employees across multiple locations, shifts and job functions. They were looking to implement a wellness program that offered customized resources to all employees, allowing them to make meaningful changes in their health and well-being.

### The action plan

Presbyterian Living turned to Marsh McLennan Agency (MMA) for guidance in developing a strategy that would support the well-being of all their employees. Together, they implemented a comprehensive program that combined biometric screenings with a digital wellness portal, providing employees with health tools and resources to enhance their well-being. Participants were rewarded for engaging in biometric screenings and wellness programs by completing activities in the wellness portal and creating personalized health action plans.

In 2020, a year after launching their comprehensive program, Presbyterian Living upgraded to a more robust wellness portal that included health coaching, and personalized tools and resources. Employees utilized these enhanced tools after receiving their biometric screening results to make meaningful changes to their health and well-being. The portal was also made accessible through a mobile app for the convenience of all users.

Presbyterian Living also introduced a Condition Management Program aimed at assisting those with diabetes and hypertension through proactive outreach from a Care Manager, focusing on care compliance and disease management. Since the program implementation, Presbyterian Living has achieved an overall participation and engagement rate of 34%. Additionally, their medical plan has experienced an 11% decrease in per employee per month (PEPM) costs and 88% in pharmacy compliance among participants in this program.

**Client profile**

Senior living company

**84%**

of plan members participating in biometric screenings

**34%**

engagement in Condition Management Program

**61%**

of biometric screening participants completed preventive care measures

**85.27**

biometric screening average population health score

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Through a strong incentive program that includes medical premium discounts and workplace support, Presbyterian Living has achieved the “gold standard” in participation in their biometric screening program. To qualify for the “gold standard” an organization must see over 80% participation, and Presbyterian Living achieved 84% in 2023. Over the course of two years, participation in biometric screenings among medical plan members has increased by 21%.

**The result**

Through the implementation of their solutions, Presbyterian Living has achieved several key outcomes. They have experienced a significant decrease in their paid claims per employee per month (PEPM) costs, which stand at \$758.54 for the 2024 plan year. They saw a 6.4% decrease in claims costs for biometric screening participants within one year. Additionally, Presbyterian Living observed 79% of employees participated in biometric screenings during the 2024 medical plan year which exceeded the benchmark of 65.17%. They have steadily seen their average health score increase to 85.27 on their biometric screenings which reflects the overall health status of plan participants. Presbyterian Living has also achieved an overall preventive care completion rate of 47.09% among all employees, surpassing the benchmark of 30.52%.



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