



Health Insurance Company Boosts Employee Wellbeing, Reduces Healthcare Costs in Participants by 22%

OVERVIEW

Across more than 10,000 employees, this company's goal and commitment is for every member of its workforce to thrive. As their Well-being Project Manager puts it, "The health and wellbeing of our employees is paramount. It affects not only our people, but also the success of our organizations."

THE CHALLENGE: HOW TO PROVIDE FLEXIBLE WELLBEING IN AN EVOLVING HYBRID ENVIRONMENT

Over the past few years, the company had moved from an activity based program to one strategically designed, based on data. Part of this reimagining of the program was precipitated by COVID-19 and the shift toward a more remote and hybrid workforce. The company used employee health interest surveys, focus groups, and regular pulse surveys to understand their employees' wellbeing needs on an ongoing basis. One of the most frequent requests, even before COVID, was for program components to be available virtually. They realized what was needed for each employee to thrive was very different depending on the person, and where they were in their personal wellbeing journey at any given moment in time. Looking for a solution for each employee that could adapt and measure outcomes over time, the company turned to meQ.

THE SOLUTION: PERSONALIZED PATHS TO WORKFORCE RESILIENCE

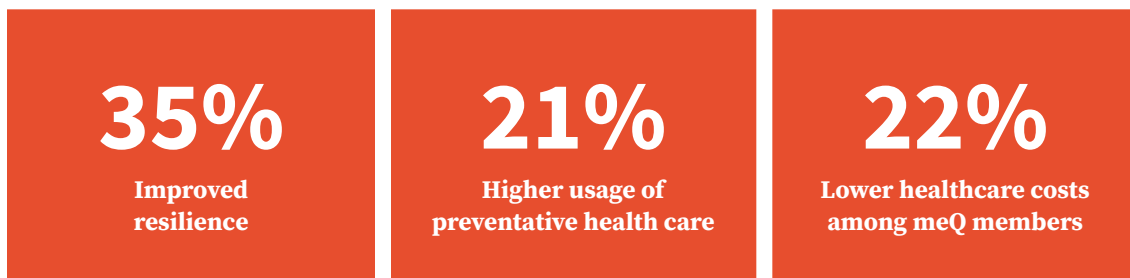
For the first year, the organization offered meQ specifically to moderate and high risk employees. Participants, known as "meQ members," were identified based on biometric screening results, prior engagement with health coaching, and health risk assessment results. At the end of the year, seeing the value in digital resilience training, wellbeing leaders leveraged corporate sponsorship and proceeded to launch meQ to all employees and included it as part of their incentive program.

IMPACT: PARTICIPANTS TAKE OWNERSHIP OF THEIR HEALTH, REDUCING HEALTHCARE COSTS

Improvements in resilience among the employee population were impressive. Measured by meQ's Resilience Indicator Index (RII) which tracks change in the four areas where each member has the greatest opportunity for improvement, Resilience increased by 35%. Improvements were also seen in Stress Management (+31%) and Work-Life Balance (+22%).

Employees who engaged with meQ spent **22% less in total healthcare costs** than the all employees group. Across all measures of health care spending included in the study, employees who engaged with meQ had from 5% to 40% lower paid costs than the overall population.

According to the [Agency for Healthcare Research and Quality's Medical Expenditure Panel Survey \(MEPS\)](#), per capita health expenditure in 2019 was \$5,644 for employed Americans with private health insurance (these costs include payments from all sources to hospitals, physicians, other health care providers, and pharmacies but do not include insurance premiums). Using this estimate, a 22% reduction in health costs would equate to an **annual savings of \$1,242 per enrolled employee** for this organization.



The study also examined differences in employee adherence to a number of preventive health screenings. Employees who participated in meQ's digital resilience coaching showed up to **21% higher usage of preventative health care services**.

This customer's wellbeing leadership team also points to meQ's Intelligent Navigation as an important factor in helping boost utilization of the organization's Employee Assistance Program (EAP).

SUMMARY

By addressing mental wellbeing needs and building resilience, this company improved the overall wellbeing of its workforce, and their likelihood to proactively seek preventive care. This led to real bottom-line cost savings in the form of reduced healthcare costs within its workforce, as well as improved utilization of other program offerings such as their EAP.

Ongoing goals for the program are to improve resilience scores, and to drive adoption of the program through continued cross-promotion and integration into the company's broader workforce strategy. Looking forward, the company plans to expand meQ access to include covered spouses, qualified domestic partners, and dependents 18 and older.

Learn how building workforce resilience can strengthen your organization. [Reach out to a meQ specialist today.](#)