

Avoiding Consequences of Disruption: *Navigating COVID-19 and the next disruption too*



SITUATION

- COVID-19 is creating significant disruption to employee healthcare across the U.S. Employers need to make decisions impacting employee safety and day-to-day operations, as well as respond to dislocations in healthcare delivery. However, through better and faster access to insights and analytics, Wellnecity's clients have been better prepared to quickly pivot to address rapidly changing needs.

ISSUES

COVID-19 has revealed several critical health plan management challenges and opportunities:

- Tracking employee cases and exposure to hotspots to inform on-going operations
- Identifying and responding to routine healthcare access issues
- Re-budgeting healthcare costs with reliability (healthcare costs average 11% of total employee compensation)
- Guiding employees who have self-imposed delay in elective care to safe providers

SOLUTION

- Through Wellnecity's Proactive Benefits Management™, clients leveraged Wellnecity's realtime data and service team support to pro-actively navigate the COVID-19 disruptions.

“Wellnecity helped me take control of the (COVID-19) situation when I was flying blind.”

— Client Leadership

TRACKING & REPORTING

As COVID-19 struck the U.S., Wellnecity was delivering immediate insights to clients. By March 2020, Wellnecity was already providing analysis that informed operational decisions for improving employee well-being. Geographically mapping client cases, employee populations, and hotspots across the U.S., Wellnecity enabled clients to make better-informed decisions – guiding restarts, understanding where tests were available for local offices, and shifting staff capacities. By early-July, one client had 800+ employees with COVID-19 cases and another had 1,400 with possible exposure/related conditions. These insights remain material to ensuring successful operations.

SPURRING INNOVATIVE HEALTHCARE DELIVERY

In the midst of a crisis, Wellnecity helped clients leverage healthcare innovation. By mid-March, real-time procedure counts versus historical baselines, uncovered that care was lagging—especially elective procedures. For one client, we recommended direct contracting in local markets to improve timely access to quality providers and to lower procedure cost.

Wellnecity then established a pilot in select markets and started direct member outreach. This included employee education about provider quality and guarantees on procedure success. Based on pilot success, this client plans to roll out the program nationally.

FORECASTING & BUDGET IMPACT

Realistic financial forecasting and budgeting are always critical to an organization's success. With COVID-19 impacting healthcare utilization on multiple dimensions, accurately re-forecasting the remainder of 2020 expenditure might seem daunting. With Wellnecity's support, clients were well-positioned to successfully perform this foundational planning.

Wellnecity leveraged its granular, real-time data to conduct informed scenario analyses, providing clients with a realistic view of best- and worst-case scenarios, impacts on their actuals relative to budget forecasts, and the ability to update reserves. Our analysis showed that four factors are driving the majority of the variation:

- 1) COVID-19 testing and treatment cost impacts (including expected efficiencies over time)
- 2) Impact of treatment deferrals (e.g. elective procedures)
- 3) Disappearing demand (i.e., reduction of unnecessary treatments)
- 4) Increased steerage to lower cost alternatives

The experience of Wellnecity's clients has shown that speed to better quality insights combined with a proactive services team can empower an organization to address changes that impact employees and operations. Your organization deserves Wellnecity's ProActive Benefits Management™. Call us today to be prepared for tomorrow.