



The Hidden Cost of Missed Care – Solved with Data, Timing and Trust



Presented by: Gita Vatave, President, Care Navigation, Wellnecity

For HR leaders and benefits advisors focused on controlling costs, missed care is a hidden threat. Skipped screenings. ER overuse. Delayed diagnoses. These aren't just health risks—they're cost drivers that often go unnoticed until it's too late.

The problem? Most employers don't know care was missed until high dollar claims hit because conditions were not diagnosed early — before employees were experiencing severe health impacts and when less expensive treatment options were viable.

- **Up to 30% of U.S. healthcare spending is considered waste—much of it tied to missed care, unnecessary services, and poor coordination.**
(KFF Health System Tracker, 2025)

And with over **80% of employees confused about their benefits**, timing and guidance matter more than ever.

What's Getting in the Way?

- Fragmented networks leading to poor care coordination across sites of care
- Difficulty understanding complex benefit plans and lack of awareness of more cost-effective treatment options
- Clinical teams lack timely, actionable data to guide patients

What Forward-Thinking Teams Are Doing Differently:

Outbound navigation triggered by real-time signals

Proactive outreach—based on data like ER visits or biopsies—can redirect care when it still makes a difference.

Identifying the 5% driving 50% of spend

Predictive analytics surface rising-risk employees before claims spike.

Making data actionable—not just visible

Nurses need next steps, not just dashboards. A real-time alert can mean the difference between a \$1,000 claim and a \$100,000 one.

Building trust before the crisis

A well-timed call can guide employees toward better care and better outcomes.

Deliver measurable impact.

One employer increased Center of Excellence use from 10% to nearly 50% after layering in data-triggered, nurse-led outreach. One intervention avoided a \$131K claim. Another helped fast-track cancer care. These aren't anecdotes—they're outcomes.

For HR teams and advisors alike, the takeaway is clear:

- Waiting for claims data = reacting too late
- Real-time signals + high-touch outreach = measurable impact

The best time to act is before care is missed.

Let's help your people—and your plan—stay ahead of the risk curve. Early intervention results in lower costs, better outcomes and happier employees.

Want to hear how employers are solving this in real time?

Watch our latest webinar: *"Missed Care Hurts Your People and Your Budget"* to hear how leading employers are tackling the issue head-on. <https://youtu.be/XhSK8TGl87g>

Have questions? Reach out: insights@wellnecity.com

Want more insights? Explore our archive: <https://wellnecity.com/newsletters/>

