

Business Health Care Group and Quantum Health®

Working Together to Deliver Value



“For nearly two decades, we have simplified and improved countless individuals’ health care journeys, resulting in independently validated savings and higher member satisfaction for employers, employees and providers. We look forward to achieving superior results for BHCG member employers.”

- Kara Trott, *Founder and Chief Executive Officer,*
Quantum Health



A Better Health Care Journey

Employers and their health plan members can benefit from a better consumer health care experience and lower costs through the partnership between the Business Health Care Group (BHCG) and Quantum Health. Health care is complex – without expert guidance, often there is no clear pathway to navigate the journey. Quantum Health uses a research-driven, consumer behavioral approach that offers a single point of contact to deliver care coordination, navigation and patient advocacy services.

The industry-leading Quantum Health model seamlessly integrates an array of benefit plan services, such as employee assistance, second opinion decision support, wellness and telemedicine programs, leveraging their value through active promotion.

The result?

A consistent member experience across an entire health plan that offers assistance when members first enter the health care system, reducing consumer frustration and wasteful spending, while boosting engagement and maintaining and improving health.

The BHCG/Quantum Health partnership is offered to both local and national member employers (either through full membership or on a stand-alone basis).

Benefits include:

- Consultative decision-making services
- Industry-leading negotiated terms
- Preferred pricing and financial savings guarantee
- Member services and operational performance guarantees
- Negotiated services agreement template
- BHCG-Dedicated care coordination and service team
- Integrated reporting and data
- Support to maximize utilization of high value providers



Imagine – a Single Point of Contact

“Take the power back” and make navigation easier for all

- Research-driven approach that is personalized, provider-connected and tech-enabled
- One phone number, ID card, member portal and app to ensure a consistent member experience across an entire health plan
- One clear pathway to navigate the health care journey – providing a critical, earlier starting point of engagement

“Quantum Health has helped our organization not only lower our health care spend but has also helped our members become more engaged in their health.”

- Director of Benefits for an oil and gas company

UTILIZATION CATEGORY	YEAR 1
Primary Care Visits	+7.1%
Utilizing Primary Care	+11.3%
Preventative Services	+14.2%

INCREASED UTILIZATION

Proven results – the Quantum Health model boosts member health care engagement and reduces unnecessary costs from day one



Engagement Impacts Appropriate Utilization

DECREASED WASTEFUL SPENDING

UTILIZATION CATEGORY	YEAR 1
Inpatient Admissions	- 4.8%
Inpatient Length of Stay	- 8.1%
Inpatient Days	- 12.5%
Cost of Cases > \$25K	- 5.7%



Seamless Integration

Increase the value of benefits through active promotion and coordination of other solution services

- Generates collaboration among BHCG best in class strategic partners
- Connects health plan partners to a single platform, allowing the flexibility to customize benefits while integrating:
 - Medical plan administration/network
 - Other employer solutions (actively promoting utilization), including BHCG partnership programs (e.g., Centivo, Teladoc, Navitus Health Solutions, Artemis Health)
 - Onsite/near-site clinics
 - Pharmacy benefit management
- Reduces HR workload by handling the majority of member calls
- Easy implementation entirely led and managed by experienced Quantum Health team
- Quarterly engagement metrics
- Produces impactful data that can be shared with health care systems/provider groups and BHCG best in class strategic partners to collaborate on quality improvement initiatives



A Consumer Experience That Drives Results

Consistent real-time guidance to drive exceptional engagement and improve utilization and lower costs

- Impacts behavior before cost is incurred
- Provides a better overall health care experience and steers members to high performing providers and administers incentive plans
- Identifies and avoids unnecessary costs like readmissions, inpatient days, ER visits and self-referrals
- Reduces medical homelessness by promoting the establishment of primary care provider relationships
- Reduces lost productivity by helping to keep members healthier and at work
- Positively impacts short- and long-term disability and workers' compensation expense
- Industry-leading member, client and provider customer service scores
- Independently validated results for more than 17 years

“Health care benefits have become increasingly complex, as employers offer solutions such as care management and patient advocacy from different vendors in an attempt to control health care costs and improve health. Consumers get caught in the process of trying to navigate their way through layers of vendors, and opportunities are lost. The Quantum Health model results in a better health care experience for all.”

- Dave Osterndorf, *Partner and Chief Actuary*, Health Exchange Resources



Personalized Guided Journey for Members

Benefit from an earlier starting point of member engagement

- **Consistent real-time guidance** at the moment a member first enters the system, utilizing both primary and secondary sources of identification through Quantum Health’s proprietary **Real-Time Intercept™ (RTI)**
- **Dedicated, multi-disciplinary care coordination and service team**, versed in specific employer culture, to handle all medical and pharmacy claims, benefits and eligibility inquiries, patient advocacy, provider selection assistance and clinical and care coordination services
- **Ongoing consumer engagement** that includes a digital experience with one member portal and app, notification and calls to action, as well as benefits communications and education

BHCG Mission Statement:

The Business Health Care Group leverages member employer purchasing power and knowledge to lead change. We create value through innovative shared strategies to improve health care quality and cost efficiency for employers, employees and the community.



Want to learn more?

Contact Jeffrey Kluever,
Business Health Care Group

262.875.3312

jkluever@BHCGWI.org

Visit **www.BHCGWI.org**