

The Bottom Line

Discover how one company uses telehealth and an advocacy program (through freshbenies) to round out their benefits program with outstanding results...

- Net Savings of \$524,422 through a \$0 visit fee telehealth program
- 338 interactions with advocates saving employees money and hours of frustration, as well as time for the Human Resources team

The Client



The Delta Companies is a nationally recognized leader in healthcare staffing. They provide both permanent and temporary staffing solutions from rural community physicians to hospital staff roles, including surgeons. Plus, they've created a dynamic, employee-focused culture—something that's always good for business.

**Employee Count:** 374 Average  
**Started with freshbenies:** January 2013

**Their Challenge:**

As Director of Human Resources, Calli Corley put it, *"We initially wanted to save our employees money and a lot of headache."*



Director of Human Resources, Calli Corley

The Solution Strategy

The solution for The Delta Companies included Telehealth and Advocacy services.



**Telehealth**

Gives employees 24/7 access to board-certified family doctors by phone or video, at no additional charge. This redirects unnecessary ER, urgent care and primary care office visits, thereby saving employees time, money and headache. This service also keeps costly visits away from the employer health plan.



**Advocacy**

Employees save with expert assistance in medical bill review and price comparisons before services are rendered. Plus, they receive assistance in finding providers and getting appointments within their health plan network — a benefit to employees as well as saving hours of HR efforts.

**Engagement**

The freshbenies Engagement System supplies employees and employers with everything they need—from welcome kits, monthly newsletters and information flyers, to our amazing app and unparalleled Customer Service Team. This was a critical component for The Delta Companies as it helped drive utilization.



The Results

For this Case Study, we're using average savings of **\$518** per telehealth visit. This is based on a long-term study by Veracity Healthcare Analytics led by a Harvard University Medical School professor.

TELEHEALTH SAVINGS

YEAR	Average # of Employees	# of \$0 Fee Telehealth Visits**	% Telehealth Utilization	Total Savings from Telehealth	Cost of freshbenies for the Employer	NET Employer Savings
2013	330	193	58%	\$99,974	\$35,685	\$64,289
2014	318	272	85%	\$140,896	\$34,371	\$106,525
2015	376	349	93%	\$180,782	\$40,626	\$140,156
2016	422	335	79%	\$173,530	\$45,576	\$127,954
2017	441	257	80%	\$133,126	\$47,628	\$85,498
TOTAL	374	1406	75%	\$728,308	\$203,886	NET Total Savings \$524,422

\*\*Includes dependents

ADVOCACY SAVINGS

Since we began measuring the use of this benefit about 2 years ago, employees of The Delta Companies have used their Advocacy services on a few hundred interactions that has saved tens of thousands of dollars.

- Claims Assistance
- Health Cost Estimator
- Eligibility Questions
- Specialty Care Locator
- Benefits Education
- And more!

These interactions with Advocacy experts were a direct savings to The Delta Companies Human Resources team. The employees continue to use the service more and more each year.

In 2016, The Delta Companies chose to implement the freshbenies Access Package, adding two more services to further increase care, support and savings to their employees.



**Doctors Online** provides personalized email visits with a variety of physician specialties within a few hours. Employees can stop Googling symptoms!



**Prescription Savings** gives employees a pricing tool backed by a high-quality independent network with 10 to 85% off (46% on average) to locate the best local savings.

The Final Thought

“ We get to give our employees their time and sanity back – and we save many times more than what this costs us. ”

– Calli Corley, Director of Human Resources



Disclosures: **This plan is NOT insurance. This discount card program contains a 30-day cancellation period.** The plan is not insurance coverage and does not meet the minimum creditable coverage requirements under the Affordable Care Act or Massachusetts M.G.L. c. 111M and 956 CMR 5.00. Member shall receive a reimbursement of all periodic membership fees if membership is cancelled within the first 30 days after the effective date. Learn more at freshbenies.com. Discount Plan Organization: New Benefits, Ltd., Attn: Compliance Department, PO Box 803475, Dallas, TX 75380, 855-647-6762. Some state restrictions may apply. ©