

# Transforming Member Health and Costs

## How Transcarent Partnership Improved Healthcare Outcomes and Reduced Expenses



### The Client



**INDUSTRY:**  
Retail



**LOCATION:**  
Southeast



**COVERED LIVES:**  
17,000

### The Challenge

In January 2023, a national retail operator partnered with Transcarent to launch an innovative health and care experience for its health plan Members. The solution was designed to improve Member health outcomes, enhance the overall care experience, and reduce healthcare costs. This case study analyzes the impact from January 2023 to December 2023, comparing it to the previous year.

Prior to this partnership, the client faced significant challenges, including high utilization of inpatient admissions and ER visits, inconsistent Member engagement—especially among higher-risk individuals—and escalating healthcare costs with limited progress in reducing reliance on low-value, higher-cost care settings.



### The Transcarent Solution

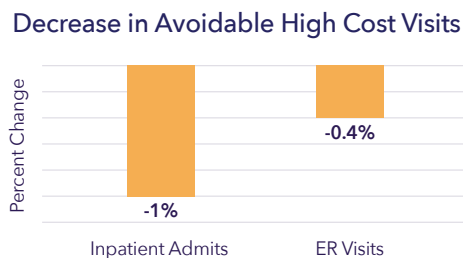
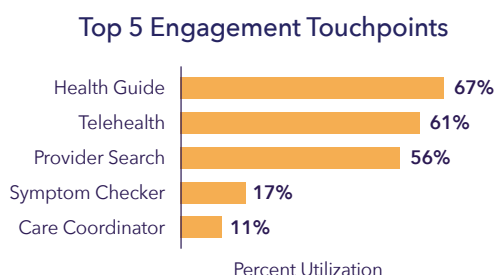
Transcarent delivered the One Place for Health & Care, next generation navigation for the Client's health plan. The key components of this solution included:

- **Health Guides:** Dedicated human support to help navigate the healthcare system
- **Provider Finder:** Tools to locate in-network providers.
- **Symptom Checker:** Quick assessments to guide appropriate care.
- **Virtual Primary Care:** Convenient access to primary care providers.
- **Care at Home:** Home-based care options to reduce unnecessary hospital visits.

- **Expert Medical Opinion:** Access to top medical experts for second opinions.
- **Virtual Physical Therapy:** Remote physical therapy sessions.
- **Surgery Centers of Excellence (COE):** High-quality surgical care with bundled pricing.

Transcarent employed advanced statistical methods to match and analyze cost and utilization data, ensuring a reliable comparison between 444 Transcarent users and 444 non-users. This study focused on 444 matched pairs, meeting the national standard minimum requirement for a HEDIS sample of 411, providing a credible basis for analysis.

### The Results



#### KEY TAKEAWAYS

Members in the Transcarent cohort, on average used 7.5 Transcarent services during the measurement period.

Over 85% of the Transcarent cohort used more than one different Transcarent service.

Transcarent provided Members with a compelling program that not only reached high engagement, but also resulted in a best-in-class rates for return uses and as evidenced but the different services the Transcarent cohort engaged in. Engagement and return users resulted in reductions in avoidable inpatient admission and ER visits and ultimately in overall cost savings.

## CASE STUDY: Transforming Member Health and Costs



### The Results CONTINUED

The implementation of Transcarent led to significant improvements in Member engagement, appropriate care utilization, and cost savings:

- **Cost Savings:** The program resulted in an average savings of \$14 per Member per month (PMPM) when combining our next generation navigation and Surgery COE experiences. These savings were only applied to activated Member months.
- **Cost Reduction:** Activated Members saw an average 3.3% reduction in PMPM costs.
- **Appropriate Care Utilization:** Savings were driven by more appropriate site of care utilization, including avoiding unnecessary inpatient admissions and ER visits as well as steerage to surgery centers of excellence.
- **Engagement of Higher-Risk Members:** Higher-risk Members (those with a higher co-morbidity index) were more likely to engage in the Transcarent program. The study showed that 85% of these Members used more than one service, indicating the stickiness and effectiveness of the program. On average, these engaged Members used 7.5 services over the course of the measurement period.
- **Trend Impact:** The study showed that the trend impact, as depicted in the summary trend plot, indicated a less steep increase in spend for Transcarent participants compared to non-participants, who continued to use higher-cost settings.

Transcarent successfully attracted higher-risk Members and reduced PMPM costs by minimizing the utilization of low-value, higher-cost care settings which led to substantial cost savings and improved outcomes for Client's health plan Members.

# 34%

Of activated Members used at least one service

# 85%

Of engaged Members used more than one service

# 7.5

Services used on average during the measurement period

## Transcarent is the One Place for Health and Care

Transcarent simplifies health and care by providing a personalized app, an on-demand care team, and a connected ecosystem of high-quality digital and in-person care. With transparent pricing and aligned incentives, Transcarent delivers on its promise of accessible, affordable, and high-quality health and care for all.



Learn More  
and Schedule  
a Demo

Contact us:  
[sales@transcarent.com](mailto:sales@transcarent.com)