

Achieving Significant ROI

How a west Coast health plan achieved significant savings and ROI with Transcarent Surgery Care



The Client



INDUSTRY:
Health Plan



LOCATION:
West Coast



COVERED LIVES:
10,000

Health insurance provider
to school systems and
municipalities.

The Challenge

As a health plan serving 30 school-based employer groups on the west coast and covering approximately 10,000 lives, our client faced the pressing challenge of rising healthcare costs. This trend not only inflated benefit expenses but also eroded employee salaries, posing a significant threat to financial stability. Seeking innovative solutions to counteract these challenges without compromising on care quality became imperative.

The Transcarent Solution

Transcarent offered a tailored solution designed to address our client's specific needs by providing dedicated concierge support for Members requiring surgery. Access to high-quality surgical care was provided at reduced out-of-pocket cost. The primary objectives were to drive savings across clinical categories, enhance ROI, and ensure top-notch care for Members while mitigating postoperative complications.



CASE STUDY: Achieving Significant ROI



The Results

- **Financial gains** with a 20.5 ROI, demonstrating the financial effectiveness of a high-quality COE program.
- **Improved appropriate surgical care use** with over 230 completed surgeries in 2023 alone after successfully guiding Members to necessary care.
- **Unit cost savings** at \$3.5 million without sacrificing quality.
- **Long-term savings** of over \$11 million in surgery costs since 2020.
- **Member satisfaction** with an 83+ NPS.

By offering a blend of national and local high-quality surgical options, the health plan ensured access to optimal care for its Members. Moreover, the health plan achieved an 83% lower complication rate than the national average year over year¹. This success in delivering superior outcomes, coupled with significant cost reductions, was made possible through dedicated concierge support and clinical guidance provided by Transcarent.

20.5

ROI

230+

Completed surgeries

\$11M

Total unit cost savings
since 2020

83+

NPS

1. 9.4% Industry Avg Complication Rate. Dencker, 2021 and Clavien Dindo.

Transcarent is the One Place for Health and Care

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



Learn More and
Schedule a Demo

Contact us | sales@transcarent.com

