

## CLIENT SUCCESS STORY

# HealthiestYou cuts insurance claims and improves healthcare access



The city of Jacksonville, North Carolina, employs a wide variety of municipal workers from those who work standard hours, to others, such as sanitation engineers, first responders, and street maintenance crews, who are always on. Unique demands and varying hours made accessing healthcare a challenge, and costs hitting its benefits plan started soaring.

## The Challenge

Several years ago, the city of Jacksonville noticed claims and premium expenses to its employer-sponsored high-deductible health plan were rising. When analyzing usage trends, its plan provider reported high use of the emergency room. Concerned that the high costs associated with unnecessary emergency room visits threatened its ability to cover major medical expenses should the need arise, Jacksonville's benefits manager sought a more cost-effective way to provide convenient access to healthcare.

HealthiestYou saved Jacksonville over \$356K in two years

## The Approach

### Advocacy

- The city's manager educated leaders about virtual care and the importance of using HealthiestYou was echoed to all employees.
- Presentations at new-hire orientations and open enrollment events encouraged downloads of the mobile app.

### Engagement

- Frequent use of relevant promotional and seasonal materials as well as leadership advocacy keep cost- and time-savings benefits of virtual care top of mind.
- Geofenced alerts from the mobile app remind members to use virtual care in times of need.

### Tools and Resources

- Monthly HealthiestYou reports keep the Jacksonville benefits team informed on success of the program.
- Quantifies aspects of usage such as time of day and identifies cost savings.

## Results

Today, the city of Jacksonville can boast an employee population that is more fully aware and engaged in the shared goal of cutting health costs while increasing access to quality care. With the dedicated support from city leadership to promote HealthiestYou and the concerted effort by the HealthiestYou team to support engagement, emergency room utilization has stabilized. With an average of 82% utilization in 2017 and 2018, the claim savings to the city was substantial—totaling over \$350,000.

**82%**  
utilization average  
in 2017 and 2018.

**82%**  
average utilization

**\$350K**  
total claims savings

**400**  
registered members



“Since we are self-funded, HealthiestYou is an important way for the organization and our employees to save money; they never have to leave home for care! The turnaround time couldn’t be faster, and I can speak from personal experience!”

**Mary Don Olds**  
City of Jacksonville, Human Resources Generalist

## Summary

Whether sitting behind a steering wheel, behind a desk during their work day, or when they are at home or on vacation, city of Jacksonville employees can reach out to HealthiestYou for care anytime, day or night. And even employees who don’t have a primary care physician or who have unusual job hours or requirements can avoid the high costs of unnecessary emergency room visits by choosing HealthiestYou for convenient care from board-certified physicians, 24/7.

## LEARN MORE

**TeladocHealth.com | [engage@teladochealth.com](mailto:engage@teladochealth.com)**

### About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.