

## CLIENT SUCCESS STORY

# How one TPA is saving its self-funded clients millions of dollars



Automated Group Administration (AGA) is a leading third-party administrator (TPA) that works exclusively with self-funded commercial clients. It prides itself on offering a single-point resource for its clients to create impactful employee benefit programs.

## The Challenge

As AGA worked to add virtual care to its existing clients' benefit offerings, it was faced with a need to overcome several clients' misconceptions. Some believed virtual care was less effective than traditional care, while others limited the value of virtual care to redirecting emergency room usage. A few, in rural areas, even feared virtual care would threaten their small-town providers. AGA remained determined to educate its clients on the benefits of HealthiestYou.

One municipal AGA client experienced 52% utilization

## Our Approach

### Advocate

- Propose HealthiestYou to existing and prospective clients as a standard in benefit offerings
- Leverage firsthand experiences of virtual care to drive sales of HealthiestYou

### Partner

- Establish close relationships using a HealthiestYou dedicated client success manager
- Provide robust reporting and analytics to demonstrate the proven value of virtual care

**"If you just do a telehealth program with 1%-5% utilization—it is a waste of money. That's why we only use HealthiestYou."**

Patton Cox, chief marketing officer, AGA



## A CLOSER LOOK AT ONE AGA CLIENT

# City of Fort Wayne

After working closely with AGA to curb its hefty \$30 million annual healthcare costs and increase access to high-quality healthcare, the City of Fort Wayne implemented HealthiestYou to its full population with a \$0 visit fee.

“Our employees love it; it’s a really great benefit for them. [HealthiestYou] keeps employee satisfaction of our plan at a higher level, even as we’ve increased deductibles over the years.”

**Laura Helmkamp, human resources and benefits manager, the City of Fort Wayne, Indiana**

By employing a successful messaging campaign, the city was able to boost utilization and redirect care.

**\$469K**

claims savings

**52%**

utilization

**59%**

of members would have gone to an urgent care or ER if not for HealthiestYou

## Results

**\$1.2M**

claims savings

**3.8:1**

ROI

**+42%**

average utilization across AGA client base

**57%**

report they would have used urgent care or ER if not for HealthiestYou

## Summary

AGA is considered an innovative problem-solver for reducing costs for its self-funded clients while increasing access to quality care. It attributes its success to a great partnership with Teladoc Health. AGA continues to offer HealthiestYou as its only virtual care option based on a simple formula: A better product means greater utilization and reduced claims, and reduced claims means fewer dollars spent by self-funded plans.

## 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.

**Teladoc**  
HEALTH