

CASE STUDY

A U.S. beverage producer quickly connects employees with specialists across 120+ fields with Summus

Summus delivered 282% return on investment



GOAL: Improve outcomes by connecting employees with the best specialists

The large beverage company, family-owned since its inception, is responsible for producing over 3% of the world's entire wine supply, making it one of the largest producers in the world.

The company is committed to supporting a healthy and productive workforce and recognized that the limited availability of diverse specialists in the local area could negatively affect its employees. The company saw the importance of quickly connecting employees with the best medical expertise, especially for expert opinions in the case of complex diagnoses, wherein different treatment paths could result in highly different health and risk outcomes.

With these goals in mind, the company sought a specialty care solution to quickly connect its employees to the best medical expertise.

IMPACT AT-A-GLANCE

10.8% ACTIVATED MEMBERS

4.8% CLINICAL UTILIZATION

9.3 MEMBER SATISFACTION

282% RETURN ON INVESTMENT

100% EMPLOYEES WHO BETTER UNDERSTOOD THEIR HEALTH CONCERNS

STRATEGY: Leverage Summus' network of top specialists for expert opinions and fast access to expertise and clinical guidance

Summus' Member Experience team uses its proprietary matching engine to quickly connect employees seeking an expert opinion to the right doctor. Expert consults with specialists across the country are routinely scheduled within days as opposed to weeks or months.

The company saw immediate value in the way Summus helps its employees with serious or complex conditions get the information, resources, and medical expertise they need quickly, which results in better health outcomes. The company's employees also value how Summus works with other benefit services to gather all options for in-person referrals when appropriate. With Summus, regardless of where they live, the company's employees now have a trusted guide to ensure they select the best treatment plan for any health issue.

RESULTS: Reduced costs for complex cases and happier employees

While Summus helps the beverage company's employees with any health concern requiring an expert, the greatest impact on the business has been for complex cases.

Since complex cases often account for the majority of a business's health costs, correctly addressing even a few of these can have a significant positive impact on the bottom line.

The company quickly witnessed this principle in action. By connecting employees with the best medical expert from the start, the company's claims costs for complex cases fell dramatically, driving better health outcomes and a 282% return on its Summus investment.