



Case Study: The Quantum Wellness Engagement Program
National Company
14,000 employees, 268 Locations, 31 States

As our self funded client looked to eliminate costs within their Health Plans; they turned to Quantum for a **turn-key** "Health & Wellness Engagement" program that helped reduce Health Plan costs by "at least 1.5%". The plan sponsor's self-funded medical, vision and dental plans were able to save more than **\$1,000,000** over 2 years using our service. Our client was concerned about the current economic challenges faced by both the company and the employees. They turned to QSG for our "Turn Key" solution offering substantial resources towards the direct engagement of employees without any risk to the employer. QSG provided national support completing the project in 31 states and over 260 locations. Our "high touch" multimedia program was extremely successful with engaging improvements in employee behavior. We serve those Industries where complexity, geographic distribution of locations and variable employee demographics make consistent communications challenging. (References available)

QSG customized our program to the unique needs of the client. For the Wellness program, we began with rich benefit communications including a Personal Benefit Statement for all employees. This served to educate employees on the need to manage costs and protect the viability of the benefits they enjoy. Employees embraced our campaign to engage in better health behaviors and take action towards lowering plan costs. Increasing utilization of the HRA, Biometric Screening and EAP advisory tools then leveraging that data to drive employee behavioral goals increased ROI. The employer was able to "**reduce claims reserves by \$500,000**" in 2010. This is a trend improvement of > 8% if average industry trends are at +6.5%. Not only did QSG reach financial targets, we reinforced the value of benefits with employees and returned a **98% approval rating** with location managers on the QSG Quality Survey. With our pool of trained communications counselors and proprietary systems, QSG brought velocity to their results rendering substantial cost savings in less than **60 days**.

The **QSG Wellness Engagement** program includes:

- ✓ ROI Justification
- ✓ Data Assessment (Verify integrity with plan providers)
- ✓ Health, Wellness and Disease Management solutions verification
- ✓ Creation of a Master Communications Plan
- ✓ Spanish Language conversion
- ✓ Delivery of Personal Wellness explanation and (Optional) Benefit Statement
- ✓ Cleanse and Reconcile Data
- ✓ Report to Corporate stake holders
- ✓ Optional Wellness Benefit Education and Enrollment

QUANTUM SERVICES GROUP LLC		Annual Cost Increase					
		Best	Average	Worst	My Rate	Each % Means	
		0.50%	5.80%	10.50%	5.0%		
EMPLOYER EXPOSURE							
Covered Employees	2,000						
Employer Cost Per Employee	8,640	43	501	907	432	86	
Annual Employer Total	17,280,000	86,400	1,002,240	1,814,400	864,000	172,800	
All Increases over	5 years -->	440,705	6,278,912	13,525,463	5,250,987	899,082	
EMPLOYEE Contribution After 5 Years							
Employee Contribution	19%	2,000	2,051	2,651	3,295	2,553	
Total for All Employees		4,000,000	17,716,342	22,907,204	28,467,880	22,054,145	
Combined Employer and Employee		21,280,000				246%	
Business Roundtable Forecasts: *		35,324,800	as Healthcare Annual Cost after 10 Years				ROI

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