

HEALTHCARE IS COMPLEX

To say healthcare is complex or that cost is out of control may be the two biggest understatements of the year—even the decade. Multiple carriers, unhelpful customer service, and underused point solutions are just a few of your challenges. It's no surprise that your team members often can't find the care they need and frequently pay too much for the care they get. And with the future of healthcare uncertain, these issues aren't going away anytime soon. That's where we come in.

WE MAKE IT SIMPLE

For nearly two decades we've continuously refined our approach to overcoming the pitfalls and pain points of healthcare. We've learned from the people who know them best—the consumers and providers who experience them first hand. Based on what we've learned, we provide consumers and their medical professionals with real-time guidance from teams of specialists and clinicians who possess the empathy, expertise and tools required to truly understand, anticipate and solve their needs.

A MODEL OF SIMPLICITY

In a highly fragmented and confusing healthcare system we are **ONE PHONE NUMBER TO CALL, ONE ID CARD TO CARRY, ONE MOBILE APP AND WEBSITE TO VISIT AND ONE DEDICATED TEAM** fighting for your members' care.



SAVINGS YEAR AFTER YEAR

Saving your plan money starts with guiding each and every team member through each and every step of their journey, ensuring the best possible care and avoiding unnecessary cost.

CONSISTANT TREND RESULTS

HEALTHCARE TREND – CLIENTS IMPLEMENTED BETWEEN 2012 - 2016



QUANTUM HEALTH 3-YEAR CAGR*:

1.6% vs 6.0%**

AonHewitt	5.2%
Mercer	7.5%
Towers Watson	5.8%
Segal	7.2%
S&P	4.4%

COST AT YEAR 3:
11.9% LOWER

THAN OTHERWISE PROJECTED

HIGHER ENGAGEMENT. BETTER OUTCOMES.



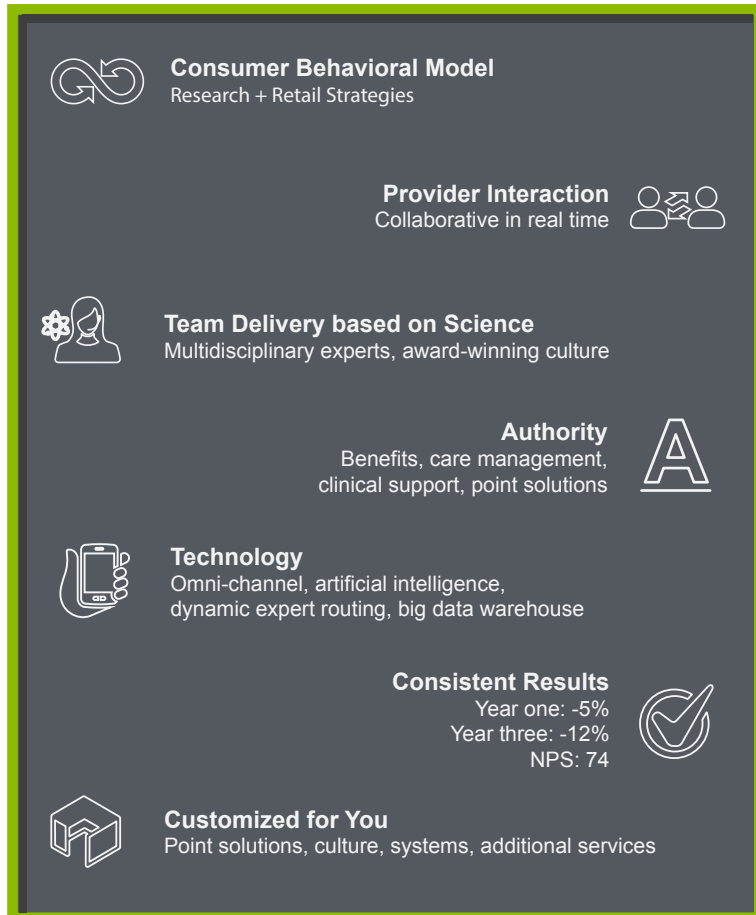
Real-Time Intercept™ enables us to engage consumers earlier and more often. For us, engagement is more than leaving a message or mailing a postcard. We define it as a meaningful conversation that provides a measurable impact on the cost and quality of our members' care. We provide guidance when it matters most—not tomorrow or next week, but at the time employees need it.

MORE AFFORDABLE CARE

As the single point of contact for members, payers and providers, we receive all communication and data about healthcare events as they occur. Using our proprietary journey mapping technology, we are able to evaluate this information for opportunities to positively impact behaviors in real time, before unnecessary cost is incurred. We call this Real-time Intercept. What we know, when we know it is what makes us unique.



KEY POINTS OF DIFFERENCE



- Consumer Behavioral Model**
Research + Retail Strategies
- Provider Interaction**
Collaborative in real time
- Team Delivery based on Science**
Multidisciplinary experts, award-winning culture
- Authority**
Benefits, care management, clinical support, point solutions
- Technology**
Omni-channel, artificial intelligence, dynamic expert routing, big data warehouse
- Consistent Results**
Year one: -5%
Year three: -12%
NPS: 74
- Customized for You**
Point solutions, culture, systems, additional services

74 NPS

HIGHER CUSTOMER SATISFACTION

As the industry focuses on digital self-service solutions, call-center systems designed to reduce talk times or other cost-cutting measures, we take a different approach. We don't create efficiencies. We emphasize empathy. We spend more time on an individual's needs rather than less. Our results speak for themselves. We consistently outscore customer service icons like Amazon and Apple and far exceed the scores of our peers.

VIEW VIDEO CONTENT

Watch a brief introduction to the support your Care Coordinators provide.

Take a tour of our pods to learn more about what we do and how we do it.

bit.ly/QHIntro

bit.ly/QHPodTour

To view video content, copy links to your browser

To learn more visit quantum-health.com