

How a Savings Bank Saves Money on Healthcare:

A Conversation with Eve West,
SVP HR at Emigrant Bank

When you're responsible for every employee at America's ninth-largest privately-owned bank, that's a lot of people to keep healthy.

Eve West is SVP of HR for employees of Emigrant Bank and the firm's 30+ subsidiary companies. Like most HR leaders, Eve's time is split between day-to-day communications with employees and long-range strategic planning—including spending hours researching quality healthcare that's affordable and covers all of the needs of Emigrant's employees.

BETTER CARE, RIGHT AWAY.

Good care should be easy for a patient to access, and Emigrant Bank's employees agree. More than any other aspect of Eden Health, they love the telemedicine option, says Eve. "You get on the Eden app, you describe the symptoms, and they just give you the medicine rather than make you come into the office." When needed, in-person visits are facilitated through Eden's mobile app. "If you're not feeling good, you just go onto the app, book an appointment, and go into their clinic today. Eden also does pop-ups in our offices four times a year, which is great."

Eden Health's integrated 360 care model incorporates both medical health and behavioral health, which Eve approves of. "I encourage employees to take care of their mental health at the same rate as they take care of their physical health. I like the fact that Eden integrates both into the experience. When people meet with an Eden clinician, in person or on the app, they get asked a series of questions about how they're feeling. If it's appropriate, the clinician refers the patient to an Eden behavioral-health specialist."



Type of business: Privately owned bank that is the 9th largest privately owned bank in America, the 1st largest savings bank in New York City, and the 7th largest bank in Manhattan.

Founded: 1850

Number of employees: 700+

Assets (as of 2019): \$5.696 billion

During the 2020 coronavirus pandemic, Eden Health's easy access and ready answers have also proved to be invaluable. "When I'm sending out emails to everybody about how to take care of yourself during the outbreak, I'm also saying, you have a 24-hour app and the ability to call somebody immediately from your home."

SAVING MONEY, SAVING TIME.

Eve needed a health provider that could deliver not only great care but reduce expenses as well: "I was very hopeful that having Eden would reduce our health insurance costs." Eve estimates that Eden Health saved Emigrant Bank over \$300K last year by keeping insurance costs flat.

Eden Health has also saved Eve's time. Eden Health's insurance navigators—dedicated consultants to answer employee questions—now manage a range of duties that formerly fell to Eve West and her HR team. "Eden manages some of the small tasks so we can spend our time on other things. They're doing claims adjudication for us when people have problems with their billing, and it's a huge savings of time. People have the app on their phone and they get an answer within five minutes. Teaching them to go to the Eden app instead of me has been helpful."



"The reason why I love Eden Health so much is that they're like a business partner that I didn't know I needed, but I need very much."

A BOON TO HR.

Overall, the Eden Health experience has been positive for Eve and Emigrant. "Employees feel confident and comfortable with the service, so we have a good usage rate. That's what makes Eden Health different."

In addition to providing care and guidance to Emigrant employees, Eden Health fulfills an unexpected role for Eve: that of a trusted advisor and consultant.

"Whenever something comes up that's medical related, I have a partner that I can call that I never had before. If I want to find out how long it takes for a doctor to be able to regulate somebody's medication and get them back to work, I can ask and get that information."

"For legal questions, I have an attorney, and for advice about my industry, I can ask a colleague. Now I have an advisor on the medical side, and that's why I love Eden Health."