


# Lowering healthcare costs through care navigation.

Key findings from an independent analysis performed by Aon.



Your guide to better health.

# Effective care navigation lowers costs.



## **Simplifying healthcare reduces wasteful spending.**

Navigating today's healthcare system is complex for both employers and employees.

Rightway's care navigation solution simplifies healthcare by appropriately guiding members to the highest-quality care at the lowest price.

Helping employees understand and navigate their healthcare removes the administrative burden from employers, improves employee satisfaction, and lowers costs.

## **Rightway's clients have lower healthcare spend.**

A recently published third-party study performed by Aon's actuarial department validated that clients using Rightway's clinical care navigation solution experience significantly lower costs compared to the market average.

### **KEY TAKEAWAYS**

**\$823**

Lower costs PMPY.

**15%**

Lower costs for Rightway clients.

**22%**

Lower costs for employees.

**26%**

Lower costs for members managing a chronic condition.

# Study background: understanding the health cost efficiency analysis.

Aon, a global professional services firm, conducted an actuarial analysis of the claims cost profiles for three of Rightway's clients. The clients in the study have been using Rightway since July 2018 and are self-insured employers in the United States.



The study analyzed claims spend for Rightway clients compared to a matched control group, showing meaningful results for absolute costs relative to the market.

Aon utilized its established member-level Cost Efficiency Measurement (CEM) methodology to compare the experience of Rightway customers to that of a nationally representative, multi-employer database of 15 million members (control group) in the market for the same time period.

The report evaluates absolute healthcare costs relative to the market, as well as on an aggregate level, by service category, demographics, and by comorbidity levels.

## EXAMPLE OF AON COHORT MATCHING

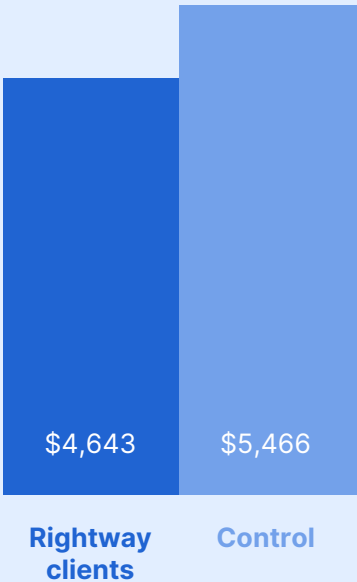
Treatment	Control
Employee of Rightway client.	Multi-employer database of 15 million members.
32-year-old female Pregnancy, high BP, Miami	32-year-old female Pregnancy, high BP, Miami
	32-year-old female Pregnancy, high BP, Miami
	31-year-old female Pregnancy, high BP, Miami
47-year-old male Diabetes, MSK, New York City	47-year-old male Diabetes, MSK, New York City
	48-year-old male Diabetes, MSK, New York City
	46-year-old male Diabetes, MSK, New York City

# Results: clients using Rightway more effectively utilize care.

## Lower overall healthcare costs.

Healthcare costs among Rightway clients were **15% lower** than the market average.

Compared to the matched control group in the study, costs with Rightway were **\$823 lower** on a PMPY (per member per year) basis.



### COST RATIO BY CLIENT (PMPY)

Client	Client PMPY	Control PMPY	Cost ratio
Client A*	\$4,919	\$4,832	1.02
Client B	\$4,455	\$5,674	0.79
Client C	\$4,550	\$5,982	0.76
Average	\$4,643	\$5,466	0.85



## Reduced spend for the top quartile of healthcare utilizers.

Rightway lowers costs for high utilizers of healthcare.

The highest cost members spent between **7% to 13% less** on healthcare than the matched control.



### PMPY AND COST RATIO BY MEMBER COST PERCENTILE

Percentiles	Client members	Client PMPY	Control PMPY	Cost ratio
Top 25%	2,240	\$16,022	\$18,394	0.87
Top 20%	1,792	\$19,075	\$21,750	0.88
Top 10%	897	\$31,520	\$35,059	0.90
Top 5%*	449	\$49,567	\$53,184	0.93

**Below-market** spend in all top percentiles for the costliest members.



“ Rightway delivered on their cost savings promises 100%. I’ve been doing this for 18 years and I’ve never had such good results from anyone in the health industry. ”

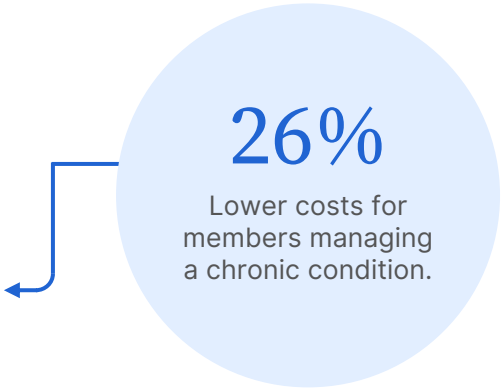
- CEO, Rightway Client

Cost reductions for members with chronic conditions.

Compared to the matched control group, Rightway clients saw lower costs for members managing at least one chronic condition (e.g., hypertension, cardiovascular diseases, and diabetes). Healthcare costs among Rightway clients with one chronic condition were **26% lower** than the market average.

PMPY AND COST RATIO BY COMORBIDITY GROUP

Chronic conditions	Client members	Client PMPY	Control PMPY	Cost ratio
0*	5,942	\$2,482	\$2,527	0.98
1	2,336	\$6,709	\$9,025	0.74
2+*	675	\$16,447	\$18,769	0.88



Lower healthcare costs for employees and dependents.

Overall, lower costs for Rightway clients reflected more efficient use of medical benefits by employees. Compared to the market, costs profiles were better among employees than their families.

Employees using Rightway’s care navigation solution had **22% lower** costs, while dependents saw an **11% reduction** in spend.

22% Lower costs for employees.

COST DIFFERENCE BY RELATIONSHIP GROUP





## Care navigation that works.

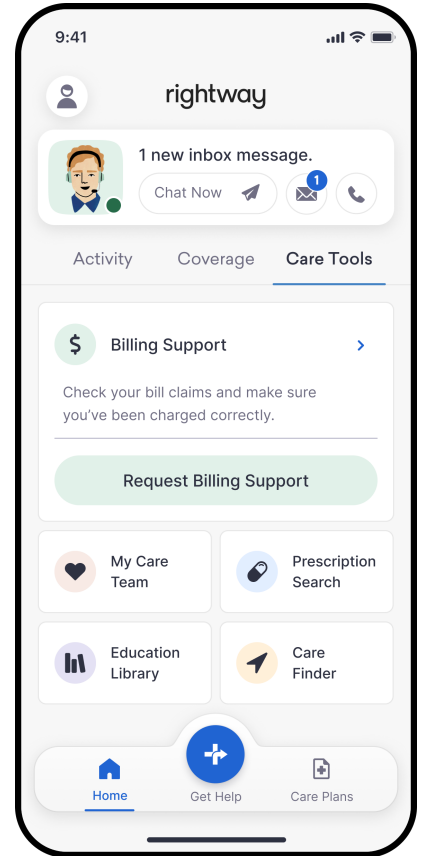
The Rightway care navigation solution simplifies healthcare for employers and members by combining a premiere user experience, expert human guidance, simple implementation, and straightforward reporting.

### FOR MEMBERS

Rightway serves as a member's single point-of-entry into the healthcare system. An easy-to-use app and a team of live, expert health guides drive members to the highest quality and most cost-effective care, delighting employees with a "doctor-in-the-family" experience.

### FOR EMPLOYERS

Rightway relieves the administrative burden of managing complex healthcare needs and rising healthcare costs. Its proprietary platform stratifies the population across risk buckets and health guides perform proactive outreach and close costly care gaps. Efficient implementations and quarterly reporting make it easy to start moving healthcare in the right direction.



Want to see  
Aon's full  
analysis?

Contact us at  
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