

# HEALTHY RETURNS

When an investment in employee wellness delivers in health and savings.

## HEALTHY@HARRIS

Harris Health System is a fully integrated healthcare system in Harris County, Texas with over 9,000 employees and 18,000 covered members. Before their comprehensive wellness strategy was put into place, Harris Health System experienced rising health care

costs, absenteeism and lost productivity due to a prevalence of chronic conditions, and a low preventive care utilization. Together, the Healthy@Harris Wellness Team and Cigna implemented a strategy to help educate and motivate employees to become more engaged in their health and wellness – and better manage their chronic conditions.

## KEY RESULTS



### HEALTHIER EMPLOYEES

**12.8%** decrease in in biometric and lifestyle health risks (12 metrics)<sup>1</sup>



### HEALTHIER BOTTOM LINE

**2.5%** total medical cost trend per member, per month (PMPM) compound annual growth rate (CAGR) since 8/2014.<sup>2</sup>

## KEY EFFORTS

### › Value-based plan design

Since 2014, 60%<sup>3</sup> of members moved to a copay-driven health plan option with low out-of-pocket expenses that manages utilization through key providers.

### › Wellness Rewards

Online health assessments and annual wellness exams became mandatory to qualify for rewards. In addition, many new opportunities to enhance well-being and earn points were provided to employees and covered spouses making the program more accessible and personalized, based on individual health and wellness goals.

Opportunities included both participation and outcome-based rewards with reasonable alternative standards.

### › Expanded onsite resources

A Cigna Onsite Health® Nurse and Onsite Dedicated Sr. Engagement Consultant extend the reach of the wellness team. Added value is brought to the Healthy@Harris population through wellness classes, seminars, workshops and targeted programs. Cigna's Onsite Nurse helps to outreach members managing chronic conditions and assist with engagement in key program offerings like diabetes management, hypertension management and diabetes prevention.

### › Dedicated service support

A dedicated Cigna Service Coordinator assists with all

inquiries related to Cigna benefits, wellness program questions and reward status.

### › Communications

Webinars, weekly emails and the monthly Healthy@Harris Happenings provides employees, spouses and their families with information about programs, resources and upcoming wellness events. Targeted emails are also sent to update members on rewards, goal statuses and relevant programs. The Healthy@Harris Wellness team and Cigna partner to provide onsite support for those with a language barrier or technical challenges.

### › Tracking

Quarterly scorecards including key health metrics and engagement rates by location are utilized to inform and engage leadership in driving results. In addition, the wellness team conducts a program evaluation each year and produces a comprehensive year-end report. Analyzing the results of individual programs as well as the programs collectively, is key to understanding if the program is achieving desired results. Results of the program year-end evaluation are utilized as a benchmark for continuous program improvement and achievement of desired outcomes.

Together, all the way.®



Offered by Cigna Health and Life Insurance Company.

## HELPING EMPLOYEES TAKE CONTROL OF THEIR HEALTH

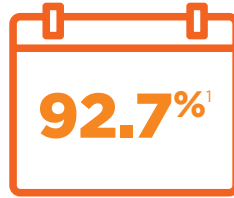
Employees are now taking a more active role in their health, so they can get and stay healthier.

### LIFESTYLE CHANGE



of employees reported they have made at least one significant health behavior change since participating in the wellness program

### ANNUAL PHYSICAL UTILIZATION



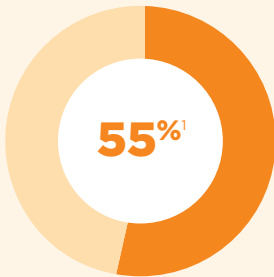
of active employees and spouses completed annual physicals with validated lab work

### REWARDS EARNED



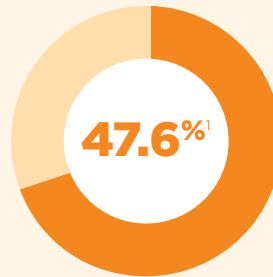
of eligible employees and spouses earned premium awards

## CHRONIC CONDITION ENGAGEMENT & MANAGEMENT

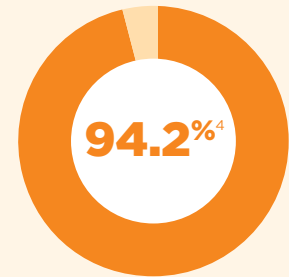


of the diabetic population participating in the Diabetes Management Program.

Participants engaged in Diabetes management decreased their costs by 6.2%; totaling \$685,344. Participating Diabetics are 1.5x less likely to have an ER visit and 3.6x less likely to have inpatient days compared to non-participants



all diabetics with evidence of good diabetic control Hemoglobin A1c (HbA1c) 7%



HbA1c compliance over 12 months among diabetics age 18-75 years

## 2019 HARRIS HEALTH AWARDS

Cigna Well Being Award Winner 2019 (Outstanding Culture of Health 2018, 2019)

Healthiest Employers Award - Houston Business Journal # 1 in 2019 Extra Large Companies Division and #4 in 2018

Top 100 Healthiest Workplaces in America - Healthiest Employers & Springbuk #2 in 2019 and #64 in 2018

American Heart Association "Workplace Health Achievement" Gold Award (2017, 2018, 2019)

Achieved re-accreditation of the CEO Cancer Gold Standard 2012-2019

**Talk to your broker or Cigna representative to learn more about Cigna.**

1. Harris Health System Employee Wellness Program Year-End Report September 2018–August 2019. Results may vary. 2. Total medical cost trend PMPM CAGR from 2014-2019 and projected for 2020. 3. Cigna internal data 2014-2019. 4. Cigna internal data 2014-2019. Actual testing compliance has increased for diabetics from 87% (8/15) to 94.2%. (8/19).

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, contact a Cigna representative. Cigna Onsite Health services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Onsite Health, LLC. Professional services are provided by HS Clinical Services (MI, MN), Home Physicians, P.C. (IL), Alegis Care – New Jersey, P.C. (NJ), and Cigna HealthCare of North Carolina, Inc. (NC), with management services provided by Cigna Onsite Health, LLC.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company (CHLIC), Cigna Behavioral Health, Inc., Express Scripts, Inc., or their affiliates. Policy forms: OK - HP-APP-1 et al., OR - HP-POL38 02-13, TN - HP-POL43/HC-CER1V1 et al. (CHLIC).

930453 11/20 © 2020 Cigna. Some content provided under license.

