



# Florida city invests in workforce for positive healthcare savings



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*“ This research shows the increasing interest of employers in an ‘employer-managed health care’ approach. Employers of all industries find value in how a worksite clinic improves employee health and productivity, while reducing unnecessary care and costs.”*

**—Larry Boress, Executive Director  
of NAWHC**

As municipalities aggressively seek innovative ways to control rising healthcare costs and better manage taxpayer dollars, they are turning to on-site or near-site employee health clinics. A survey by the nonprofit National Association of Worksite Health Centers (NAWHC) found that the financial objectives of on-site clinics are being met, with employers realizing:

- ▼ • 64% reduction in medical care costs
- ▼ • almost 70% reduction in time lost by employees leaving work to see outside medical providers
- ▼ • 63% reduction in the use of the emergency room

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On-site clinics are a successful strategy for controlling healthcare costs, enabling easy access to medical services, improving employee health, enhancing engagement in worksite programs, and ultimately increasing employee productivity.



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# Florida city removes traditional barriers to healthcare for positive impact on workforce and healthcare savings

From the Walt Disney Co. and American Express to Toyota and General Mills, large companies have long reaped the benefits of employer-sponsored health clinics. However, what was once a privilege only to large private sector employers, employee health clinics are fast becoming a savings and wellness strategy for the public sector.

In this case study, we examine the outcomes experienced by one large Florida municipality after partnering with CareATC – a national leader in worksite health and population management. The city's primary goal was twofold; positively affect the health of their members and take back control of their health plan.

Located on the west coast of Florida in the Tampa Bay, the large municipality boasts a population of 335,000 people, making it the 3rd largest city in the state of Florida. The city employs slightly more than 4,000 people and has more than 10,000 members on their health plan.

In 2010, the city selected CareATC to provide Wellness Centers and UnitedHealthcare (UHC) for Health Plan Administration. In 2011, two locations with four full-time providers opened for city employees and their dependents.



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**In 2018, the city made available the wellness incentive program to any covered spouse/dependent.**

**Number of Adult Participants**

Eligible Employees:	3,945
Participants:	3,260
Eligible Dependents:	1,896
Participants:	1,387
Total Eligible Participants:	7,022
Participants:	4,647

**Year Over Year Health Assessment Participation**

Obesity (BMI)	43% improved
Diabetes (A1C)	52% improved
Blood Pressure (Systolic)	50% improved
Blood Pressure (Diastolic)	50% improved
Good Cholesterol (HDL)	49% improved
Bad Cholesterol (LDL)	45% improved
Heart (Triglycerides)	51% improved

All wellness incentive rewards are placed into a Health Reimbursement Arrangement (HRA), funded by the city.

Shared HRA with the total amount available to any covered family members for services that go towards the plan deductible and maximum out-of-pocket limit.

**Collective Improvement 2012 – 2018**

2,055 Participants with PHA screening in both 2012 and 2018:

- ▼ Obesity (BMI) Down 36%
- ▼ Diabetes (HgbA1C) Down 62%
- ▼ Blood Pressure Down 57%
- ▼ Cholesterol Down 50%

**Increased Compliance Among Diabetics**

- UnitedHealthcare medical plan and Wellness Centers provide diabetes medications and supplies at no-cost to eligible participants
- 90% of diabetics treated at one of the Wellness Centers
- The UnitedHealthcare nurse liaison provides diabetic advice and education to supplement treatment by Wellness Centers
- 125 of the diabetics treated at a Wellness Center and engaged with the UHC nurse, resulting in 7% lower PMPM than those who do not

**Overall Increase in Preventive Screenings**

Chronic diseases, such as heart disease, cancer, and diabetes account for 75% of the nation’s health spending.\* These chronic diseases are largely preventable and can be detected early through appropriate screenings. Yet, many Americans go without such tests due to cost. At CareATC, the right preventive care delivered at the right time (and at no additional cost to the employee) helps these groups stay healthy and productive. For many, these screenings serve to identify an existing chronic disease and empowers the employee to become involved in proper disease management.

A strategic design change to the wellness incentive plan increased engagement and included a key requirement - to qualify for the city’s best health plan individuals must participate in a Personal Health assessment at a CareATC Wellness Center.



\* CDC Gateway: Preventive Health Care

## Success of the comprehensive wellness strategy yielded improvements in four main areas:

- ▲ Increased Employee engagement
- ▲ Increased Compliance among diabetics
- ▲ Increased Cost savings among engaged employees
- ▲ Increased Participation in preventive health screenings

Another factor contributing to growing employee engagement was ease of access and use. While comparing the number of primary care visits to the norm, the city uncovered a unique phenomenon found only in comprehensive employer-sponsored clinical offerings that is usually understood, but not often quantified. Without the clinics, primary care claims on the plan were 29% less than the norm. With the clinics, primary care claims on the plan were 36% more than the norm. Therefore, employees sought quality primary care providers more readily with employer-sponsored clinics in place.

With traditional barriers to care removed, employees are encouraged and empowered to seek care.

### CareATC Patient Portal & Mobile App

Our patient portal and customized, secure mobile app, accessible through a PC or wireless device, allows employees to:

- Schedule appointments
- View eligible Wellness Center locations and obtain directions through the phone's native mapping feature
- Access the HealthPassport wellness portal
- View Personal Health Assessment results
- Review confidential medical records and history, lab results, refill prescriptions
- Access the CareATC Wellness Library for health tips, fitness programs, and healthy recipes



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*“ One of my favorite programs that we have on **HealthPassport** incorporates one-on-one health coaching, group coaching, and competitions. It makes it really fun for employees to go in and compete with their fellow co-workers, as well as get together once a month and learn something new about health and wellness and just keep it top of mind. Some people, it just comes naturally to them, others need that extra push to get excited about wellness.”*

—Lindsey Bullard, Product Manager for Health and Wellness

## RECENT MILESTONES AND ENHANCEMENTS

- In 2018, the city opened the Wellness Incentive Program to any covered spouse/ domestic partner
- Shared HRA with the total amount available to any covered family members for services that go towards the plan deductible and maximum out-of-pocket limit
- In 2018, both Wellness Centers were operating at near capacity (nearly 13,000 annual patient visits)
- Expansion of the main Wellness Center
  - An additional treatment suite for workers compensation, other occupational health, and acute services
  - Coaching/Counseling rooms for the nurse liaison, health coach and other staff
  - A training room for use by the city wellness program, nurse liaison, and health coach
- With recent ROI reaching \$3.55 to \$1, city leadership took bold action:
  - Expanded service days/hours
  - 5th full-time provider added
  - Budgeted for a 3rd Wellness Center (planning stages)

## KEY TAKEAWAYS

- Use of Wellness Centers increases patient engagement and lowers costs
- Integrating a best-in-class wellness portal and mobile app through a clinic administrator drives better participation
- Consider opening clinic, wellness incentives, and programming to covered spouse/dependents to maximize resources and plan savings
- Effective collaboration of the clinic, health plan, and employer maximizes impact



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### **About CareATC**

CareATC Inc. is a leading innovator in the health technology sector providing on-site and shared-site primary care. By leveraging groundbreaking technology, CareATC offers customized population health management solutions for employers that reduce healthcare costs by promoting health, preventing disease, and providing a shorter path to care. CareATC manages more than 150 clients in 35 states, serving more than 300,000 members. Headquartered in Tulsa, OK, CareATC is the first provider of on-site clinics to achieve 100% network accreditation from Accreditation Association of Ambulatory Health Care, Inc., earn the Evidence-Based Design Accreditation from the EDAC™ Advisory Council and be Net Promoter® Certified.