

Case Study: A Large Health Plan Utilizes Pager to Create an Enhanced Virtual Care Experience for Its Members

Over the past four years, Pager has worked as a strategic partner to a large health plan in order to successfully deliver exceptional member experience & site-of-care optimization. The below case study showcases how we've grown hand-in-hand with this organization across 3.5M of its members in their Commercial, ACA, Medicaid, and Medicare populations.

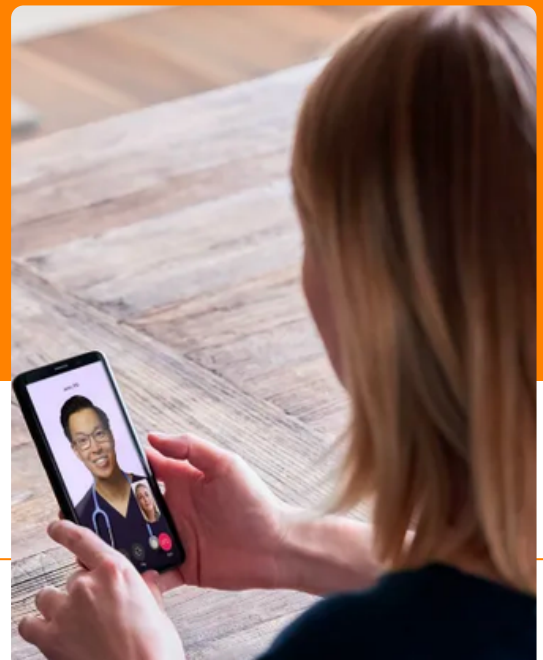


"Pager has been an essential element of our digital strategy that is providing our members with innovative tools and technologies to make it easier for them to engage with their health and get the care they need."

- Chief Strategy Officer

CHALLENGE

Crippled with high-steerage costs and members going to urgent care or the emergency department when not needed, this U.S.-based health plan knew they needed a technology and services solution that would help guide and connect its members to the appropriate care settings.





"...Without this service I would be in the ER every other day for something that always turns out to be nothing. I am leaving this chat at least 15x happier and less stressed... I already tell everyone to use this service." - ACA Member

SOLUTION

01

The Beginning

Pre-COVID, Pager launched a pilot to 250k ACA members for virtual care navigation.

02

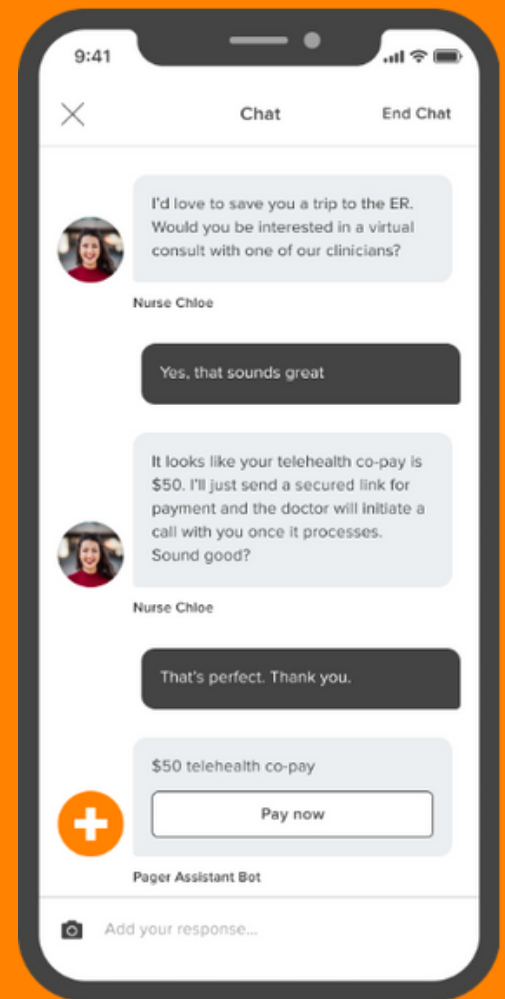
Expanding Into New Markets

A year later, given the success of the initial pilot, the health plan extended care options for its members with Pager via telemedicine, in-network provider appointment scheduling, and care team group chat capabilities. This population included 2M+ Commercial & Medicare members.

03

Great Work Begets Great Work

And success didn't stop there. In 2022, the health plan scaled its services with Pager even further. Now, they expanded by another 1M members across the Medicaid population. The health plan also deployed additional capabilities through Pager: customer service chats, behavioral health referrals, and after care follow-ups.



RESULTS

85+ Net Promoter Score

- + Enhanced member experience
- + Engaging via omnichannel choice of communication: video, voice, and chat

\$210 Savings Per Encounter

- + Improved cost control
- + 66% virtual care resolution

92% Navigation to High-Performing Providers

- + High performance network steerage
- + 90% appointment adherence