

Employer Case Study: Designing Benefits that Support Women's Health

June 20, 2024



Speakers



Tanika Smith
Vice President
Program Development &
Communication
Greater Philadelphia Business
Coalition on Health



Michele Arnette
Lead Benefits Analyst
Lumen Technologies



Shelly Lanning
Co-Founder & President
Visana Health



Lumen is a telecommunications company with 25,000 employees.

- **Global workforce** benefits feedback
- **Sourcing** a solution that met the needs of our employees through:
 - 'Shark Tank' style pitch
 - Implementing a comprehensive women's health solution with Visana in January 2023
- **Education & Communication** around women's health support:
 - Email & Direct mail
 - Internal communication channels
 - Webinars

Results

Enrolled ~7% of our marketable population

96% have reported symptoms have improved or resolved since working with Visana, with the vast majority experiencing this in just 3 months

Our employees are incredibly satisfied, with a **94% Customer Satisfaction (CSAT) score and Net Promoter Score (NPS) of +85**



Increasing access to world class women's healthcare

- **Comprehensive** women's health clinic treating menstruation to menopause
- **Clinical**, whole person care from OBGYNs & NPs practicing medicine in 50 states (*billed through claims*)
- **Coordinated** with in-person providers for seamless end-to-end care
- **\$2,434 medical cost savings per patient** within 1 year in robust, case match controlled actuarial study
- **91 NPS & 93% symptom improvement**



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Road to Value: Employer Case Study

August 20 - 12:00pm, ET

Road to Value Through Health - A Focus on Vaccines & Prevention

October 15 - 12:00pm, ET

Road to Value Through Health- Workplace Occupational Health

December date/time - TBD

Road to Value Through Health - Primary Care