



Decision Support Case Study: Financial Services Company Achieved 170% of Enrollment Goal

OVERVIEW

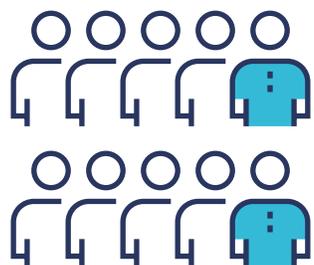
Industry:

Financial Services

Eligible Employees:

~700

Read how a financial services organization leveraged the Tango Decision Assist™ platform and benefits communications to exceed its open enrollment goal and empower employees to make data-driven decisions.



The goal was to enroll 20% of employees in the new option.

THE CHALLENGE:

Increasing Active Enrollment While Lowering the Number of Over-insured Employees

To offer cost-effective, quality healthcare for its employees, the organization planned to introduce a new high deductible health plan (HDHP) in the fall of 2018. This plan would provide comprehensive coverage while reducing healthcare costs for traditionally over-insured workers. The goal was to broaden the understanding of HDHPs and enroll 20% of employees in the new option.

But helping team members transition presented a challenge.

Despite employees' financial acumen, past data revealed many workers would passively remain in their previous health plans...missing out on healthcare savings and paying more for healthcare that they weren't using.



Data revealed many workers would miss out on healthcare savings by staying in the current health plans.



THE SOLUTION:

Driving Engagement with Benefits Decision Support Software and Education

The organization needed a solution that offered visibility into the financial impact of their different health plans—empowering workers to pinpoint benefits that matched their needs.

And not just any tool would do.

After being introduced to Tango Health's Decision Assist platform, the financial organization realized it finally had a tool that empowered employees to compare plans and explore the data (calculations) behind the new HDHP plan.

Using Tango Decision Assist, an employee could tap into data-driven insights—using aggregated claims data based on a similar demographic to his or her own to predict future healthcare costs.

Decision Assist spoke to employees at their level and allowed them to dig in when needed. At the same time, the tool served employees who needed a quick decision—as it provides simple, straightforward insights.

For instance, workers could explore how different real-life situations impact which plans to choose. With Tango's platform, employees can create different medical spending scenarios while taking HSA savings into consideration. For example, workers can change expected healthcare expenses (e.g., adding a prescription or surgery) to see how this impacts their health plan options.

However, the financial services organization didn't simply rely on a superior benefits decision support tool. They also leveraged different channels of benefits communication during their open enrollment campaign.

Over the course of a few months the company had a robust communication plan that included significant education for its employees. From meetings on HSA/FSA savings to demonstrating the Tango Decision Assist™ tool, the financial organization took a comprehensive communication approach to empower their employees to make informed decisions.

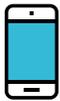
And the results were soon apparent.



Tango Decision Assist™ software speaks to employees at their level and allows them to dig in when needed.



A plan recommendation can be made in as little as 3 minutes.



Mobile and desktop access available 24x7 outside of an organization's firewall.



THE RESULTS:

Surpassing the Open Enrollment Objective

Because the financial services organization empowered their employees with a data-driven platform and the education needed for change, the organization well exceeded their campaign objective. The HDHP enrollment numbers were 170% more than the original target.

In addition, the company also doubled enrollment in a limited FSA, helping employees take advantage of more tax savings. Employee engagement with Tango Decision Assist was robust...with over 33% of employees trying out the decision support software for themselves.

Commenting on the results, Tango Health's CEO, Scott Van Horn, notes ***"While Tango Decision Assist software supports all employees, it's especially helpful for employees who desire to see the numbers behind their health plan options. What this financial services organization experienced underscores the success that financial services companies can experience when they empower their employees with the right education and tools."***

For employees, the benefits decision support tool provided an improved open enrollment experience.

Tango Decision Assist helped educate the employees and made it quick and simple to see the calculations behind the estimated health plan costs. In the end, employees felt confident about their health plan selections.

ABOUT TANGO HEALTH

Established in 2008, Tango Health helps organizations leverage effective benefits decision support software, clearly communicate about the benefits they offer and stay compliant with the ACA. Working with both Fortune 500 organizations and smaller companies, we provide tailored, targeted solutions for organizations offering employer-sponsored healthcare.

Learn more about Tango Decision Assist and how we can support you at each step in the process. Visit us online at www.tangohealth.com or call us at (855) 468-2646.

1 in 3

employees used the
benefits decision
support tool

>170%

increase in employee
HDHP enrollment
compared to
original goal