



How a 220% Increase in Benefits Decision Support Engagement Improved Employee Satisfaction and Voluntary HDHP Adoption

OVERVIEW

Industry:

Financial Services

Eligible Employees:

~18,000

Read how a large financial services organization switched to Tango Decision Assist™ software to offer a smarter tool for their smart employees.



THE CHALLENGE:

Increasing Employee Engagement with Their Medical Plan Options While Guiding Them to Choose the Best Plan

Prior to meeting Tango Health, this financial services organization of approximately 18,000 employees eliminated their PPO plan in favor of only offering High Deductible Health Plans (HDHPs). They also introduced a benefits decision support tool to help educate employees on their new plan options. This change was unpopular. Most of their workforce did not appreciate or understand the advantages of the new plans and many complained. Fewer than 10% of employees engaged with the decision support tool that was put in place to help with the transition.

Because the detailed calculations behind the plan recommendations were missing, employees were left to figure out the plans on their own.

The organization was not happy with the low employee engagement of the decision support tool and the lack of detailed information it provided. Since their employee population is primarily financial advisors with a high level of financial acumen, they were left without the ability to:

- Model their actual healthcare costs.
- See the benefits of the Health Savings Account (HSA).
- Drill down into the detailed math of the recommendation.

Their HR leadership team decided to add back a PPO option to demonstrate they were listening to employee feedback. But by just adding back the PPO option they wouldn't meet their goal of increasing engagement with employees and helping them understand how beneficial their HDHPs were for them.

<10%

The percentage of employees who engaged with the old decision support tool.

MEDICAL PLAN EVOLUTION



The Tango Decision Assist software gave employees:

- **The flexibility to see the right amount of detail.**
- **The ability to customize their expected expenses.**
- **A clear view of every calculation including HSA tax savings.**

THE SOLUTION:

Providing Data-Driven Benefits Decision Support Software That Employees Could Trust

To meet the discerning needs of their financial-minded employee base, the HR Team began to search for a new decision support tool that provided the opportunity to see the details that many needed in order to understand their plans. The financial organization chose Tango Decision Assist™ because the software gave employees the flexibility to see the right amount of detail, especially a drill-down on the actual math behind the recommendation. Employees could customize their expected expenses and view every calculation—including HSA tax savings based on funding their accounts.

The benefits team was nervous about making a change, as installing their previous decision support tool took hours of review to test and ensure the tool was correct. To complicate matters further, they have two distinct populations—employees and agents—that needed to be treated differently, down to the wording used within the tool.

In addition, they wanted to provide their employees with more accurate estimated expenses. Leveraging Tango's expansive database of cohort data, employees would be matched up to “people like them” for expected medical and pharmacy services and costs based on their age, gender, level of coverage, and other factors.

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>220%

**increase in employee
engagement by
switching to Tango
Decision Assist.**

THE RESULTS:

Employees used the Decision Assist tool at higher rates than the previous tool and liked that they could see the math behind the numbers and customize their expected costs.

The Benefits Team was very happy with the results. *“That’s really about the effectiveness of the tool and people knowing the math,”* says a senior HR executive in response to their open enrollment success. Here are a few of the key results:

- Not only did many employees stay with an HDHP plan (even with a PPO plan now available), but a large number also moved to the higher-deductible option.
- Usage of the benefits decision support tool went up from less than 10% with their previous benefits decision support tool to 32.2% with Tango Decision Assist.
- Employees ran an average 1.53 different healthcare spending scenarios before choosing a plan to validate their choice.
- 9 out of 10 employees responded that the decision support tool was very easy to use.
- Implementation went smoothly, with the HR team spending less than 10 hours working on the project—as compared to several weeks with their previous provider. Tango was also able to create separate websites for the two employee populations for a positive and customized user experience.

Tango is also pleased with the results as CEO Scott Van Horn explains, *“We’ve heard that the transparency of our tool is one of the main reasons our customers continue to choose Tango for benefits decision support. We show the different medical and pharmacy service costs based on claims and allow employees to edit as needed. And for those that really want to get into the math, they can see full details of how the recommendation was calculated.”*

ABOUT TANGO HEALTH

Established in 2008, Tango Health helps organizations leverage effective decision support software, clearly communicate about the benefits they offer, and stay ACA compliant. 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.