Tangohealth

Case Study:

SSM Health Gains a Year-Round Decision Support Solution for Its Large Employee Population

OVERVIEW

Industry:
Healthcare organization

Eligible Employees:
~29,000

SSMHealth.

In addition to having a sizable workforce, SSM Health was constantly welcoming new team members. Finding it challenging to clearly and consistently communicate differences in health plans, the organization implemented a year-round solution for benefits decision support.

THE CHALLENGE:
SSM Health Determines It's Time for Decision Support

Like many organizations, SSM Health faced the challenge of helping employees choose the right plans for their medical needs. To provide guidance, the not-for-profit used documents showing side-by-side plan comparisons.

However, this meant each employee needed to estimate upcoming healthcare expenses to determine the most cost-effective plan. And it also increased the likelihood of workers choosing expensive coverage.

On top of this, SSM Health had more than 29,000 employees who were eligible for benefits. There was also a constant influx of new team members which created a need for year-round benefits guidance.

Another challenge was the not-for-profit's large geographic footprint. Because SSM Health was not confined to one locality, the organization had complicated regional health plans. It was paramount to ensure each employee had access to the right benefits.

Because SSM Health has locations across Illinois, Missouri, Oklahoma, and Wisconsin, the organization had complicated regional health plans.

SSM Health realized the necessity of giving its team members decision support. But was there an option that met employee needs for a reasonable cost?

Tango Decision Assist™ offers straightforward decision support during open enrollment and beyond.

THE SOLUTION:

### SSM Health Quickly Implements a Year-Round Decision Support Platform

SSM Health found the solution it needed in Tango Decision Assist™—a platform that offers straightforward decision support during open enrollment and beyond.

And SSM Health didn't have to wait long to begin implementing its new software.

Thanks to Tango Health's straightforward and speedy sales process, in less than six weeks, the organization had gone from learning more about Tango Health to entering a partnership. Even customizing Tango Decision Assist and preparing to introduce the platform to employees went quickly.

"We understand that benefits professionals already have many responsibilities," explained Tango Health CEO Scott Van Horn. "The last thing HR needs is a decision support solution with a complicated sales process or a lengthy turnaround time."

However, the true test of Decision Assist's value waited for SSM Health's employees to try the platform for themselves.
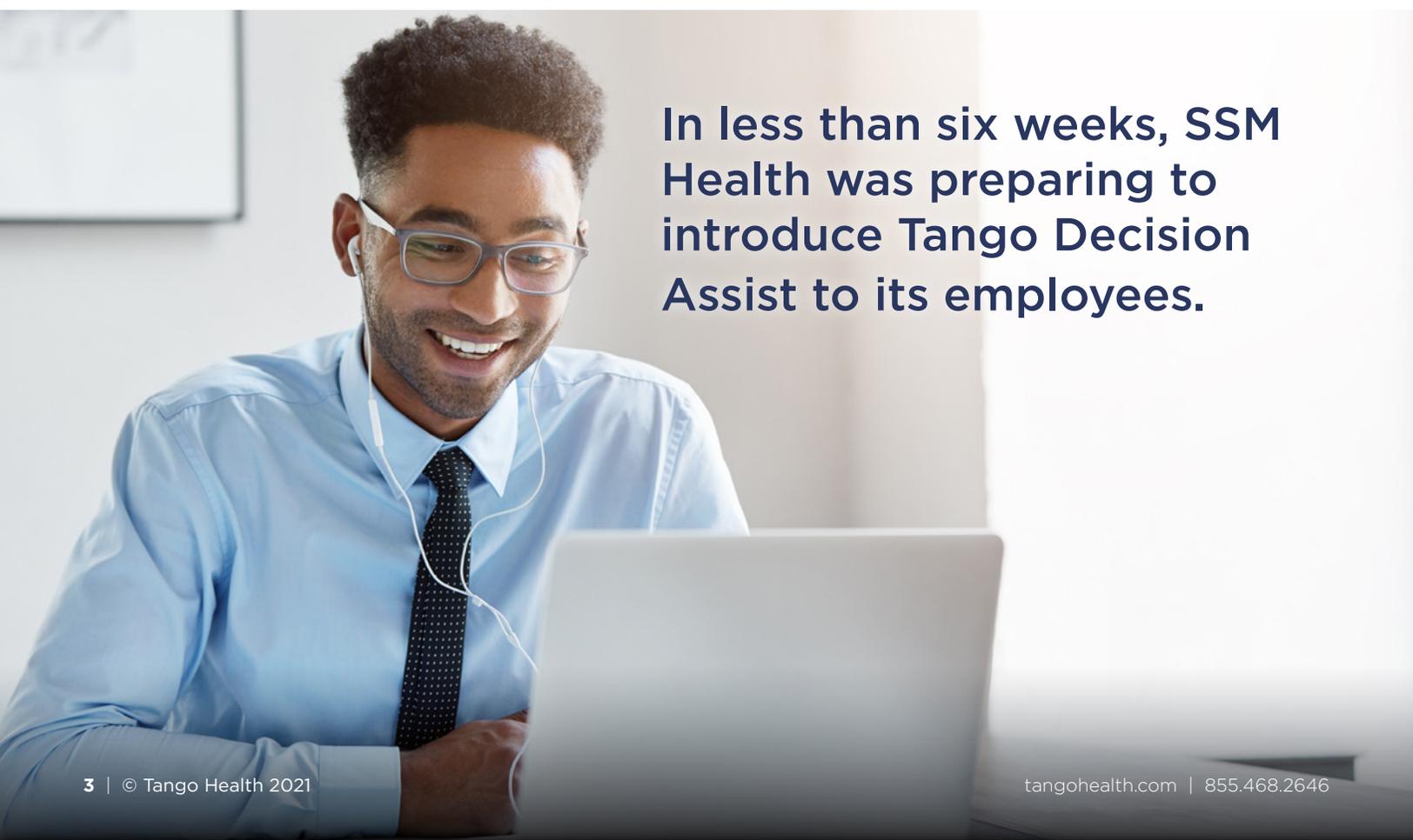
In less than six weeks, SSM Health was preparing to introduce Tango Decision Assist to its employees.

During open enrollment, Tango Decision Assist generated

12,000
medical plan and

9,000
vision and dental plan recommendations.

When used as a year-round tool, Decision Assist delivered an additional 1,023 medical plan recommendations.

THE RESULTS:
SSM Health's Employees Engage with Tango Decision Assist

Once employees had access to Tango Decision Assist, employees began to use the software to help them choose medical, dental and vision plans. Engagement increased through open enrollment—employees received 21,000 plan recommendations from September 29, 2019, to November 30, 2019.

However, Tango Decision Assist didn't simply experience initial success.

As new team members joined SSM Health, they accessed this year-round tool. From December 1, 2019, to May 1, 2020, Tango Decision Assist delivered an additional 1,023 medical recommendations.

"We're really pleased with these numbers," explains Autumn Harthill, SSM Health's System Director, Benefits. "Last year was the first time we introduced a decision support solution, so we expect engagement to continue to increase—especially when we make changes to our plans."

However, this isn't the final chapter of this success story. In the future, SSM Health plans to use individual claims data for Tango Decision Assist for 2020 open enrollment, increasing the accuracy of plan recommendations.

"That's our next goal," says Autumn Harthill. "We've already seen good success with Decision Assist, and we know that implementing claims data will support our employees even more."

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 deliver a better benefits experience through tailored, targeted solutions. 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.