

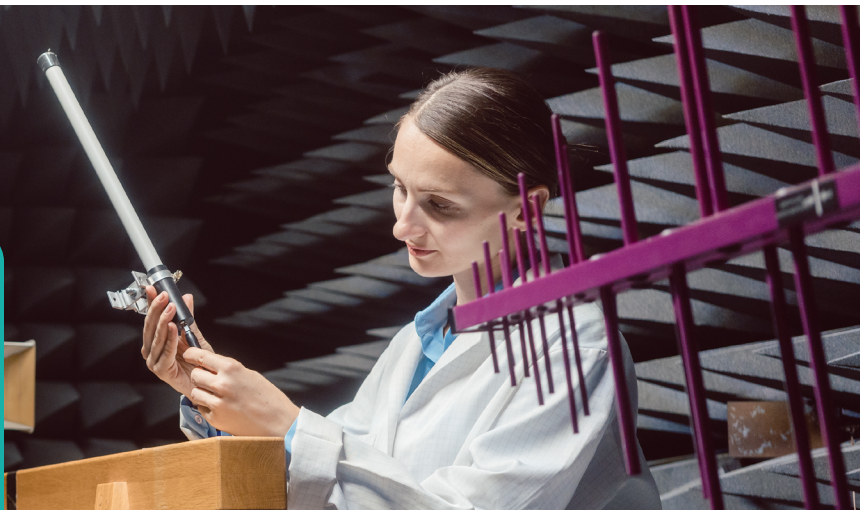
CASE STUDY

TÜV SÜD America

Technology Risk Solutions | 823 employees | Wakefield, MA



- ✓ U.S. subsidiary of international testing, inspection & certification company
- ✓ 15 locations nationwide
- ✓ 1,000+ locations worldwide
- ✓ 823 U.S. employees



CHALLENGE

Like most companies, TÜV SÜD had seen the annual cost of healthcare skyrocket for its U.S.-based employees. The cost of a fully insured plan “was getting unaffordable,” says company financial executive Jason Hamelin.

“Healthcare is the second largest expense for our organization, and it was important to control costs while at the same time provide competitive benefits for our employees.”

Jason Hamelin, Senior Financial Executive of TÜV SÜD America

At that point, the company's broker began to help look for an alternative. They researched reference-based pricing (RBP) and found the savings potential with the solution to be impressive. They first used a RBP solution offered by a small, local third-party administrator (TPA). But it did “not work well from a service or a disruption standpoint,” says Hamelin. The company kept looking for a solution that would offer a better structure and better service.

About TÜV SÜD

TÜV SÜD is a trusted partner of choice for safety, security and sustainability solutions. Over the last 150 years, we have added value to our partners and customers through a comprehensive portfolio of testing, certification, auditing and advisory services. We have enabled progress in society and businesses by staying true to our purpose of protecting people, the environment and assets from technology-related risks.

In addition, TÜV SÜD Global Risk Consultants (GRC) provides unbundled property risk engineering programs as an alternative to traditional options that depend on insurance companies and underwriters to evaluate risk and provide loss control. Offering a dedicated service team and the highest engineering expertise, we support you with comprehensive risk analysis and in-depth risk engineering programs, reducing your property loss history and expectancy, as well as ensuring safety and reliability for the future.

More information on unbundled property risk services and how to contact TÜV SÜD can be found here: <https://www.tuvsud.com/en-us/services/risk-management/bundled-vs-unbundled-property-loss-control>.

SOLUTION

Once the company chose Imagine360, it knew it had found a better solution to both rising costs and spotty service. Imagine360 offers a total health plan solution with RBP built in and contracts with health providers throughout the nation. Just as important to the company is the personalized member support their employees now have.

“Employees have appreciated the top-level service they receive.”

The company also saw improvements in its stop-loss liabilities, as well as the stress that comes with negotiating disputes with healthcare providers.

RESULTS

The decision by TÜV SÜD America to switch to Imagine360 gave it both the cost savings and strong support it was looking for.

35% lower healthcare costs than with PPO*	5 years with no cost increases for employee contributions	\$1,855,333* in healthcare savings between 2018 and 2021
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*Compared to the market average

EXPERIENCE

The enhanced member support that distinguishes Imagine360 is a key benefit for TÜV SÜD. Imagine360's care navigation team means company employees always have someone available to help them make care decisions or resolve a billing issue.

“What impressed me most is the level of service. They took the stress out of the process for the employee and completely managed the difficult conversation with the provider. They really do what they say.”

From the day an employee receives a balance bill from a healthcare provider, Imagine360 “handles all communication throughout the entire process” with the employee responsible only for sharing documentation. Whether claims are resolved very quickly or take a while to resolve, “they stick with the claim until the end,” says Hamelin.

Winning the Trust of the Team

With the savings the company achieved, it was able to provide employees with:

- Reduced employee family contribution by \$6,000 annually
- Contributed \$1,000 to employee HSA Accounts
- Wellness plan
- More beneficial prescription drug program

BOTTOM LINE

For more than 150 years, TÜV SÜD has won the trust of its clients by inspecting, testing and certifying their technology investments and protecting them from technology-related risks. When they needed to contain their healthcare costs, they sought an equally reliable and trustworthy partner. When their first partner didn't deliver, TÜV SÜD made the switch to Imagine360 with impressive financial results and a better support team for their employees. That has made Hamelin secure in the belief that the company made the right health plan decision.

“If you want to regain control of your healthcare costs and be able to better plan cashflow, then contact Imagine360. They really do look out for the best financial interest of the employee and the company.”

Your health plan can do better.
We promise.

 **imagine360**
imagine360.com