

CASE STUDY

Catholic Charities

of the Archdiocese of Galveston-Houston



- ✓ 332 covered employees
- ✓ Houston, TX
- ✓ Member of Catholic Charities USA, one of the largest private networks of social service providers in the country

CHALLENGE:

Finding the right fit

For nearly 80 years, Catholic Charities of the Archdiocese of Galveston-Houston (CCGH) has provided food, clothing, shelter and a network of support services to people of all ages and from all walks of life and religious backgrounds in the Greater Houston region.

The organization's journey to a sustainable health plan has been "long and arduous" in the words of Chief Operating Officer, Bart Ferrell.

Initially they were in a trust comprised of other Catholic organizations nationwide where they experienced annual cost increases. They made the difficult decision to change plans and moved to a self-funded healthcare model in order to reduce costs. But like so many other groups with the large carriers, year two brought a double-digit increase.

The organization tried a variety of health plan solutions over the course of eight years. "Different carriers, HDHPs, HSAs, PPO with Exclusive Provider Organizations (EPO) plans ... we didn't quite get the results we wanted to see with the self-funded model."

SOLUTION:

Using cost as the starting point

Ferrell was intrigued with Imagine360 and its built-in reference-based pricing approach.

"The math behind it, the business behind it – it made a lot of sense. The only way we were going to be able to control our healthcare costs, was to be able to attack it at the cost."

Having a known basis for what a procedure cost, using Medicare as a reference, made the difference. CCGH also prioritized finding the best quality along with the best deal for their employees, and Imagine360's total health plan solution delivered.

"With Imagine360, we were able to create a plan that really enhanced our benefits. It wasn't just a move from a large carrier to something comparable, it was a move to something better."

Bart Ferrell, COO, Catholic Charities of the Archdiocese of Galveston-Houston

RESULTS:

Caring for members on their healthcare journey

CCGH has avoided raising premiums for their employees for two years straight. “That’s a win,” says Ferrell. “It’s not all about saving a dollar. It’s about quality, ease of access, and taking care of our folks, who work in case management all day fighting a system. When they get to their healthcare, we don’t want to make it hard for our employees.”

“When it’s advertised that their Net Promoter Score is better than Amazon, you kind of think ‘okay, not really,’ but it’s true 100%. It is not false advertising.”

No Premium

increases for 2 years

38% Savings

compared to a PPO

5-Star Client Support

member education, monthly webinars, unlimited materials

EXPERIENCE:

Unwavering customer service and communication

“Incredible” is how Ferrell describes CCGH’s experience with Imagine360.

“It is everything we were sold, and more,” says Ferrell.

Knowing how important health benefits are to their employees and their families, CCGH was concerned about making the change but they later learned those concerns were unwarranted. “Imagine360 has been there every single step of the way.”

This includes support for the management team too. “Initially, we thought we would need another benefits manager to do this. But by leaning in and partnering with their outstanding administration team, we haven’t needed to do that,” says Ferrell. “And that’s what I tell other organizations — do it and lean into it. Lean into all the excellent resources Imagine360 has for you.”

BOTTOM LINE:

A good surprise

Based on prior experience of being put on the back burner once you’re no longer a “new client,” Ferrell is surprised at the ongoing level of service CCGH has enjoyed.

“Even in year two, the collaboration in terms of rollout and member service is still at the same level. We have direct contact with anyone we need. We get questions answered. Members get the help they need finding a provider. And nine times out of 10, it’s resolved the same day. It shouldn’t be a surprise, but it is.”

When Ferrell and his wife welcomed their baby, they experienced Imagine360’s helpful care navigation and clinical management support first-hand. They even got help with understanding the different EOBs from the delivery.

“The customer relationship management (CRM) tools you guys have are incredible. Three months later I spoke to the same person—Ruby, I know her by name!”

Your health plan can do better.
We promise.



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