



CASE STUDY

MV Transportation

Revolutionizing employee benefits

Since 1975, MV Transportation has served older adults and disabled individuals throughout the United States and Canada and now serves over 250 public and private transit organizations.

Ground passenger transportation | 12,700 employees | Dallas, TX

CHALLENGE:

A \$6.5 million budget buster

Despite consistent growth, the employee benefits program at MV Transportation posed challenges the company wanted to address. They were exceeding their budget by \$6.5 million in 2021 and searching for a way to stabilize healthcare costs going forward.

That's when Scott Baker, Director of Compensation and Benefits, began exploring reference-based pricing as a way to offer a better health plan at a lower cost.

SOLUTION:

Flexibility for the future

MV Transportation decided to offer their non-union employees a choice between a traditional PPO plan and the Imagine360 plan with RBP.

"We were surprised to see the numbers of employees electing the Imagine360 plan," says Baker. "Reduced monthly premiums and lower co-pays were clearly important to our employees."

As union contracts come up for renewal, the Imagine360 plan was proposed as an option for them as well.

According to Baker, the Imagine360 health plan emerged as the preferred solution not only because it was more affordable for the company and employees, but also because it offered industry-leading customer service and personalized support for members.

"I learned that all RBP providers could save us money, but it was about way more than the savings. It was about mitigating employee disruption," says Baker.



RESULTS AT A GLANCE:

\$5.3 Million Saved

vs. PPO plan

Lower Costs

reduced premiums, co-pays and out-of-pockets

\$4,870 reduction in PEPY

from \$11,470 to \$6,600

Savings and support that goes the extra mile

The Imagine360 health plan yielded significant cost savings for MV Transportation and its employees. The company finished \$2 million under budget in year one and saved \$5.3 million when compared to the prior year.

But beyond the financial gains, Baker considers the outstanding member support one of the biggest benefits. "It's truly a concierge experience for members; they help with providers, they actually help schedule appointments, nurses assist with health concerns and there's assistance for balance bills."

Member Spotlight

"My premiums were reduced by \$98 per paycheck. On top of that, the total deductible my wife and I had to meet for the year was cut in half. Our coinsurance dropped to 20% instead of 30%."

Jacob L., Human Resources Manager

EXPERIENCE:

Walking the talk

Educating staff was a top priority for MV Transportation. Imagine360 facilitated various employee education initiatives including SMS text campaigns, break room materials, posters and train-the-trainer sessions. This comprehensive communication and education strategy ensured a smooth transition and garnered employee support. Baker says this proactive approach "created advocates at the regional offices and resulted in a higher enrollment than expected."

BOTTOM LINE:

A health plan that costs less and delivers more

Imagine360's fully integrated health plan transformed the MV Transportation employee benefits program. "Transitioning from a traditional PPO plan to an RBP model is not easy, but it's the right decision for both our company and our employees," said Baker.

By mitigating costs and providing improved benefits, the company successfully addressed employee dissatisfaction and relieved financial challenges.

Your health plan can do better.
We promise.

 **imagine360**
imagine360.com