CASE STUDY

Quantum Health

Dual Option Plan
1,600+ Imagine360 members

Dublin, OH
Headquarters

"They have a human element, the care, the go-to-bat for you mentality that we also have at Quantum Health. This is a special sauce that makes Imagine360 different."

Blake Marble, Director, Benefits & Wellbeing, Quantum Health

Quantum Health, a leader in healthcare navigation and care coordination, is dedicated to making healthcare simpler, more supportive, and more human. That philosophy shapes not only how they serve clients, but also how they support their own employees.

CHALLENGE:

Rising healthcare costs made it increasingly difficult for Quantum Health to manage spend while maintaining affordable access to care for employees. Consultant projections showed the problem would only intensify, with a $2.3M budget gap looming. The trajectory was neither sustainable nor acceptable — making it clear a new approach was needed.

SOLUTION:

Quantum Health set out to find a new approach and a partner that felt like an extension of their team — one that could deliver greater cost control while ensuring employees received the same high standard of care and service they provide to their clients.

They implemented a dual-option model, offering traditional PPO and HDHP plans alongside Imagine360 reference-based pricing (RBP) options — with better employer contributions and lower premiums on the RBP plans to encourage adoption, expand choice, and improve cost control.

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RESULTS AT A GLANCE:

- **$2.7M** lower paid claims YTD *May '26 vs. May '25*
- **27.9%** lower cost paid per ER visit
- **<1%** balance bills
- **49.5%** lower cost paid per hospital admission

A robust communications plan supported the rollout, including member testimonials, Imagine360 office hours, and plan comparison and decision support tools to help employees choose coverage with confidence.

IMPACT:

Imagine360's RBP plans delivered immediate results — lowering costs while preserving access to care and maintaining a seamless employee experience.

Today, participation is nearly split 50/50 between Imagine360 RBP and PPO network plans — a clear signal of employee confidence and shared savings across the company.

"With 2,000 employees, we're a close-knit community and people talk," said Blake Marble. "If there weren't positive experiences or real savings, we wouldn't be seeing the migration that we're seeing."

EXPERIENCE:

From a day-to-day standpoint, their RBP plan simply works. Employees have found care to be just as accessible — if not more so — than under traditional plans, with no disruption to how they get care.

For many, the biggest benefit was what didn't happen: no surprise bills, no stressful calls, and no time spent resolving billing issues. Instead, employees experienced a simpler, smoother healthcare journey.

BOTTOM LINE:

For Quantum Health, this wasn't just about saving — it was about reinforcing their culture.

Together, Quantum Health and Imagine360 deliver expert navigation, clinical guidance, and protection from inflated healthcare costs — giving employees confidence in their benefits and leaders confidence in their strategy.

Looking ahead, the company plans to reinvest these savings to further support employees — focusing on managing employee cost, maintaining stable premiums, and enhancing overall benefit offerings.

ON THEIR EXPERIENCE WITH IMAGINE360:

> "The idea that healthcare could be easy and simple is kind of surprising, right?"

Jordan Petraitis, VP of Operations Excellence, Quantum Health