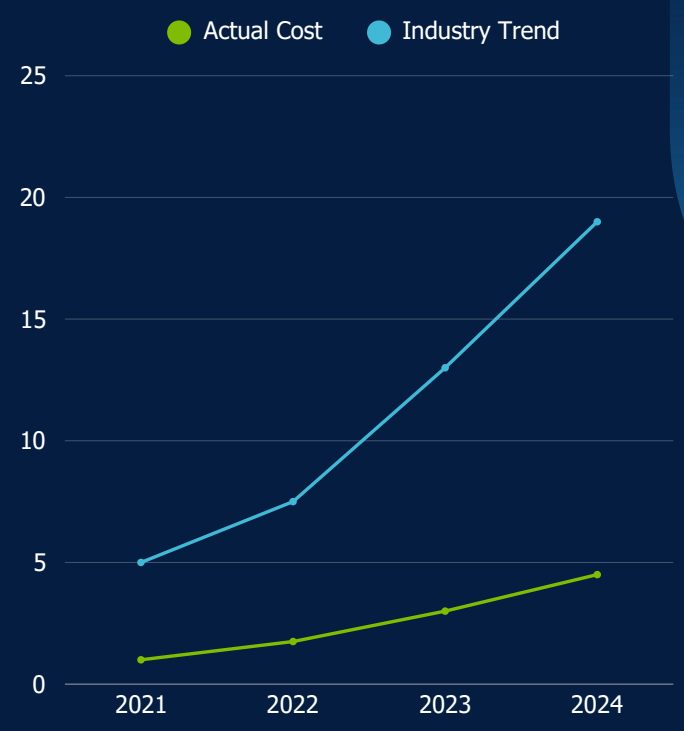
CASE STUDY: Stopping High-Cost Claims Before They Start

The Challenge

A national services company watched its healthcare costs climb year after year. Chronic conditions spiraled into emergency room visits and expensive procedures. The company had invested in programs and benefits designed to help, but employees weren't engaging with them.

The Opportunity

Company leadership suspected that these high-cost claims were preventable, but employees were either too stressed to manage their health, or didn't know how to utilize their benefits. What the company needed was a system that could see risk coming and prevent it from escalating.



The Solution

Converging Health deployed its Activation Engine, calculating each member's Whole Person Risk Score™ (WPRS) and assigning each member with a human guide—My Personal Health Assistant (MyPHA™)—to help them navigate care, schedule visits, close gaps, and follow through. WPRS identified members likely to become next year's high-cost claimants, and MyPHA transformed insight into action.

The Results

- 92% of high-risk members engaged with MyPHA
- 48% reduction in members migrating from low-cost to high-cost
- 30% increase in preventive primary care visits
- $28,871 savings per high-risk member per year

Why It Worked

The engagement programs deployed in years past had measured clicks and tracked metrics that never actually moved the needle. This was different. This was activation. Employees got human support. Clinicians got better-prepared patients. The employer finally bent the cost curve.

WPRS identified who needed help. MyPHA activated them to take the next step. Together, they delivered what the employer had been missing: a system that actually got people into better health—and quantifiably reduced spend.

Converging Health

Saving Money ***Improving Lives***

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