

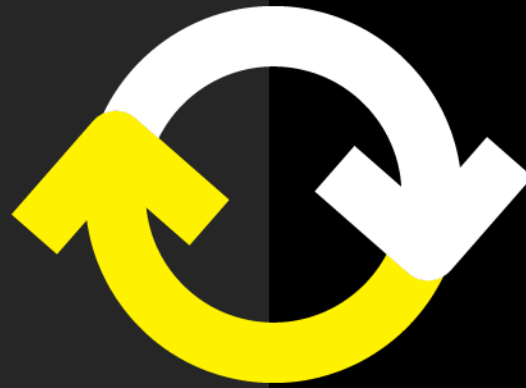


# Healthcare Navigation

Alight Solutions

**alight**

**Employee  
healthcare  
hassle  
problems.**



**Employer  
healthcare  
cost  
problems.**

# The healthcare hassle problem is getting worse, not better

## Confusion

77% of consumers have regretted a healthcare decision.

## Lack of transparency

The average person overpays for prescriptions by **50%** and in-network health care prices can vary by **300%** or more.

## Administrative headaches

**30%** of medical bills are incorrect.<sup>3</sup>

## Complexity

The health insurance industry ranks last in simplicity across **25** different industries—and the large health insurance companies hold **3** of the bottom **5** spots.<sup>1</sup>

## Low trust

Only **7%** of Americans trust health insurance companies.<sup>2</sup>

<sup>1</sup> Global Brand Simplicity Index 2017 ([http://simplicityindex.com/wp-content/uploads/2017/01/SG\\_GBSI\\_2017.pdf](http://simplicityindex.com/wp-content/uploads/2017/01/SG_GBSI_2017.pdf))

<sup>2</sup> Harris Poll ([www.insurancebusinessmag.com/us/news/breaking-news/Americas-leastrespected-industries.aspx](http://www.insurancebusinessmag.com/us/news/breaking-news/Americas-leastrespected-industries.aspx))

<sup>3</sup> The Wall Street Journal

# Organizations have a healthcare cost problem

## Patient misinformation

- Patient chooses provider based on minimal to no cost and quality research.

## Opaque provider relationships

- Chosen doctor refers to expensive testing that is 2x more expensive than area average
- Brand name meds prescribed instead of lower-cost alternatives

## Providers not following best practices

- Provider pursues surgery instead of more conservative therapy

# Compass Navigator

Supporting your people throughout their **entire** healthcare journey



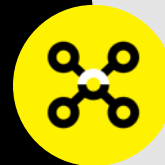
Understand health and benefit plans



Find highly-rated, cost-effective providers



Guide to the right programs at the right time



Coordinate care



Compare costs for procedures and care



Drive lower cost Rx options



Help with medical bills

# The Compass difference



## **Health Pro support**

So employees get answers, not the runaround



## **Smart recommendations**

So employees don't leave cost and quality to chance



## **In-the-moment benefits guidance**

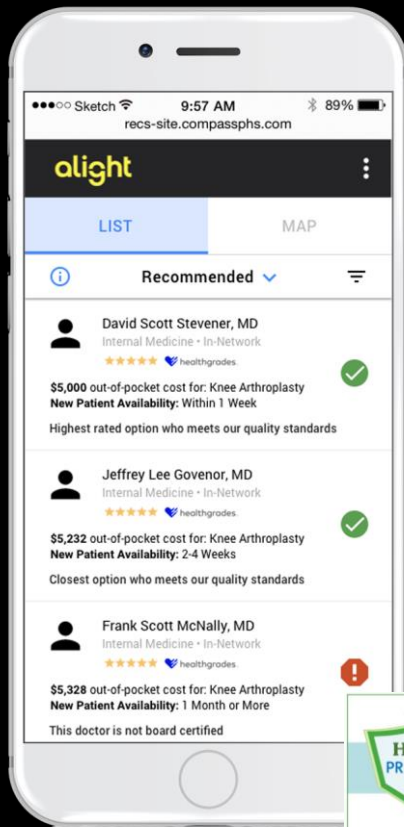
So employees consider all benefits when making healthcare decisions



# The Health Pro<sup>®</sup> difference

- **Personal:** Direct access to your personal Health Pro via phone and email
- **Comprehensive:** Support for medical, dental, vision, Rx and ancillary healthcare benefits
- **Responsive:** Same day response, next day answer. Every time.
- **Trusted:** Long-term relationship providing consistent support over time
- **Outcome-Driven:** Evaluated based on solution quality, participant satisfaction and money saved

# A technology solution to help your people make better health care decisions



- Provides a **single place** to find highly-rated, cost-effective doctors, dentists and eye care professionals
- Uses a **proprietary** blend of personal preferences, your organization's health plan, and cost, quality and provider availability data
- Makes it **easy** for people to take action by curating all options into a few distinct recommendations





# Real results

Our healthcare navigation solution helps people make simpler, smarter healthcare decisions every day.



## +85

Industry leading  
Net Promoter Score

## \$407

Claims verified  
savings per solution\*

\*Solution is defined as any care recommendation such as a doctor recommendation or cost estimate

 **Thank you** 