



CASE STUDY:

Government

Empowering City Employees: Streamlining HR Support with Optavise

Workforce 1,460 employees

CHALLENGE

This government client faced challenges with an overextended and inefficiently structured HR department. As a vibrant city with a diverse business landscape, including a major university, they needed a more streamlined approach to effectively support the employees who play a critical role in maintaining city operations.

OPTAVISE SOLUTIONS

The city turned to Optavise to enhance benefits support for employees. With Optavise's expertise, the city delivers a seamless benefits experience, leading to high levels of member satisfaction and numerous reports of positive interactions.

Since implementing Optavise, the impact has been clear. Employees consistently share positive feedback, and cost comparison shopping for care has proven highly effective, driving substantial savings—such as an average potential savings of \$6,796 on an arthroscopic procedure.

Among the top drivers of Advocate cases, 29% are related to cost comparisons of procedure costs, 17% to benefits coverage inquiries, and 14% to claims and billing questions. These insights demonstrate the critical role of transparency in healthcare decision-making, empowering employees to make informed choices.

The strong engagement and high return rate among members reinforce their confidence in the support they receive, ultimately enhancing their sense of value and well-being.

RESULTS



\$285,000
employer savings

from choosing a cost effective care option



\$589
avg savings

for members per case



\$227
avg reward

members receive for choosing the lower cost, high quality care



\$1,477
avg savings

for claims and billing cases



26%
utilization rate



33%
engagement

from member communication campaigns



"I recently used your service for the first time and had a great experience. I plan to use Optavise a lot more now that I know how simple it is!"

- John, Member