

CASE STUDY

Prioritizing Employee Benefits with HealthJoy

How we helped SkillPath Seminars' HR team reclaim their time.

For 30 years, SkillPath Seminars has been a leading voice in advancing workplace learning through dynamic educational seminars. SkillPath's online and in-person trainings have reached more than 10 million people around the world, including 97% of the Fortune 1000 list. Here's how we helped SkillPath's time-strapped human resources department focus on building an incredible employee benefits experience.

THE CHALLENGE

SkillPath's HR department worked hard to create an impressive benefits package that employees consistently ranked as a source of satisfaction. Yet even with the help of their broker, SkillPath's HR team spent valuable hours each month tackling questions about medical billing and appointment scheduling. They knew there had to be a better way.

As a company built around a culture of constant improvement, it's unsurprising that SkillPath sought out HealthJoy to boost its employees' benefits experience.

LIFTING THE HR BURDEN

"HealthJoy has taken the burden of hours of bill review and care routing off our shoulders," Senior Vice President for Human Resources Greg Furstner said. "Employees love that HealthJoy reviews their bills, identifies savings, and even directs them to inexpensive care. Our department could never have handled that alone."

In just one year, 88% of SkillPath's employees have engaged with the app. Of those, every single one has used one of HealthJoy's features like bill review, provider search, or prescription savings review—issues Furstner's team used to tackle alone.

Freed from billing questions, SkillPath's HR team focused its efforts on helping employees make the most of HealthJoy's money-saving features.

TIME IS MONEY —

Educating employees about how to make smarter healthcare decisions with HealthJoy saved SkillPath nearly \$100,000 in less than a year. With smart Open Enrollment training and follow-up campaigns, SkillPath's overall ROI shot to 519%. Furstner says remarkable stories of individual savings have encouraged nearly every employee to make HealthJoy their first call.

"It doesn't take a lot of reminding," Furstner said. "Once employees save money with bill review or free telemedicine consults, they go back to it without even being reminded."

HealthJoy performed over 40 bill reviews for SkillPath employees in the first three quarters of 2019. Furstner's personal experience with HealthJoy makes it easy for him to recommend the platform enthusiastically. He's used nearly every feature, but loves bill review.

"I just upload a bill, tell HealthJoy what the issue is, and I get to stop worrying about it. I love looking at the transcript indicating how much time it would have taken if I'd reviewed the bill myself—because that time is money I've saved."



**SENIOR VICE PRESIDENT FOR HUMAN RESOURCES,
GREG FURSTNER**

CONCLUSION

SkillPath's savings and utilization are tremendous, but Furstner and his team love knowing employees are happier than ever with their benefits experience. Combined with cost and time savings, it's a win-win for this benefits-focused employer.

BY THE NUMBERS

\$16k PRODUCTIVITY SAVINGS

+

\$80k PROGRAM SAVINGS

\$96k TOTAL SAVINGS



Find out how we can help guide your employee's healthcare journeys.

GET IN TOUCH