

CASE STUDY

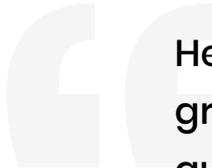
A Nonprofit That Cares for Its Community and Its Employees

Nevada HAND was founded in 1993 as a nonprofit dedicated to providing affordable housing solutions for Southern Nevada's rapidly growing population. Over the past 25 years, it grew into the largest nonprofit developer of its kind in Nevada.

Nevada HAND is one of the most respected developers in the state, known for its well-crafted communities offering seniors and working families comfort, dignity, and choice. Nevada HAND's dedication also extends to its employees. The company is constantly looking for ways to provide them with an amazing benefits package that's both comprehensive and easy to use.

When they began building out their 2019 benefits, Nevada HAND's HR department targeted a few areas of enhancement. First, they knew it was time to add telemedicine and advocacy. That would give members more options for care, and ensure they made the most of their existing benefits.

Second, they recognized a need to focus on health benefits education. Healthcare is complicated, Karen Whiteley, VP of Human Resources said, and providing employees with a resource to help them navigate through the complexities is vitally important.

A large, light gray Facebook logo is positioned to the left of the testimonial text.

HealthJoy's telemedicine has received rave reviews. It is a great timesaver, allowing our employees to get help with a quick call instead of a long wait in a doctor's office.



KAREN WHITELEY, VP OF HUMAN RESOURCES

DISCOVERING A PLATFORM THAT SOLVES MULTIPLE PROBLEMS

Nevada HAND discovered HealthJoy through their local benefits consultant, John Adams of Cragin & Pike. Cragin & Pike knows benefits well, having served the market since 1909 as the longest-running insurance company in the state of Nevada.

They recommended HealthJoy not only as a telemedicine provider but also as a source of continuous engagement for their employees. Nevada HAND has 35 locations throughout the state, so HealthJoy's mobile solution perfectly suits their needs.

62%

ACTIVATION

16%

MONTHLY UTILIZATION
(LOGIN RATE)

68%

SERVICE UTILIZATION
(AVG. MONTHLY SINCE LAUNCH)



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The provider referral feature ensures our employees stay in-network, which translates to big cost savings for them and for the plan.



KAREN WHITELEY,
VP OF HUMAN RESOURCES

EMPLOYEES DEPEND ON HEALTHJOY

"It has absolutely enhanced the ways employees access their benefits information. The telemedicine feature, which currently has 31% utilization, is terrific. Overall, employees tell us the app is extremely quick and easy to use," Whiteley said.

That ease of use likely contributes to Nevada HAND's outstanding utilization numbers. In less than a year, Nevada HAND's population of 353 eligible members have used HealthJoy's platform 1,500 times, including:

- 604** VIRTUAL BENEFIT WALLET VIEWS
- 281** GENERAL BENEFITS QUESTIONS ANSWERED
- 198** TELEMEDICINE CONSULTS
- 37** PRESCRIPTION SAVINGS REVIEWS
- 404** PROVIDER AND FACILITY RECOMMENDATIONS
- 101** APPOINTMENTS MANAGED
- 18** BILLS REVIEWED

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

GET A DEMO

To Donate to Nevada HAND, Please visit:

WWW.NEVADAHAND.ORG/DONATETODAY.ASPX