

EMC: Creating a culture of health and increasing productivity



Providing employees and their families the services they need, when they need them

Transforming health care services

EMC's Driving Partnership in Health program has transformed how the company promotes workforce health, how employees consume health care services and how much the company pays for those services. The company achieved dramatic cost containment while expanding services. Data analytics has been the foundation of numerous programs that meet the needs of the population, driving engagement and meaningful results.

Optum — delivering multiple solutions across EMC's multiple medical carriers

As an innovator employing approximately 51,000 people worldwide, EMC seeks innovative solutions and partners. At EMC, 25,000 employees are covered by five medical carriers in the U.S. Optum and EMC have worked together for over 10 years to provide the right mix of programs and services to engage and empower employees in managing their own health, regardless of medical carrier. Together, we have achieved success in addressing the impact of behavioral health on productivity and the high costs associated with maternity and newborn care.

Highlights

- EAP utilization rate increased from 9% to 13% and is 140% above norm
- 34% reduction in absenteeism
- 85% of employees feel more effective at work
- 96% of employees are satisfied and would use the EAP again

Source: 2016 EMC EAP and WorkLife program survey data

Addressing impact of behavioral health on productivity

EMC employees work in a particularly fast-paced, competitive, high-pressure environment. The demands of the technology industry are challenging.

We are helping EMC's employees, regardless of medical carrier, manage these challenges and meet their full potential, through the following strategies:

- Creating a culture of health
 - EAP for all employees globally — seamlessly integrated with behavioral health
 - Wellness programs implemented
- Removing cost barriers
 - EAP benefits include five face-to-face visits and behavioral health benefits include another five face-to-face visits — at no cost
 - No deductible for services provided by network providers
- Increasing access to care
 - On-site EAP counselors in five states
 - EAP refers directly to network providers
- Responding to needs
 - Early adopter of ABA benefits for autism
 - Enhanced care advocacy provided access to Optum counselor to assist with care, claims and questions

Focusing on maternity and newborn care and costs

Historically, costs associated with maternity and newborn care have been among the highest health care expenses for EMC. In order to address this recurring cost challenge and health priority, a cross-functional task force was developed comprised of the medical directors and clinical personnel from each of EMC's five self-insured health plans. Detailed maternal health data was examined by health plan and in aggregate.

Conclusions:

- Infertility claimants were not contributing unexpectedly to high-cost newborns.
- Infertility utilization was very high at EMC.
- EMC members were under-utilizing infertility Centers of Excellence (COEs) despite very good access.
- Prevalence of claimants across the maternal health spectrum was very high.
- Newborn costs were primarily due to high multiple rates and higher non-COE use.

An integrated program to support women and families at all points across the maternal health spectrum, regardless of health plan, was determined to be the correct strategic approach.

EMC and Optum implemented a program to meet the following goals:

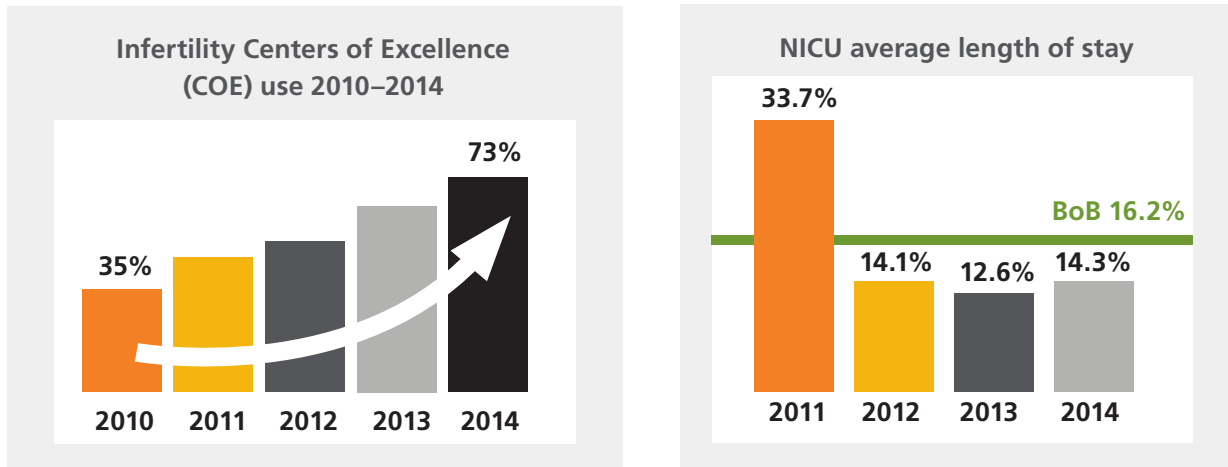
- 1 Help infertile couples successfully achieve healthy pregnancies.
- 2 Support pregnant women through education and early risk identification.
- 3 Support families with newborns needing NICU resources.

\$12,000

lower costs per baby when COE is used

Source: Clinical Value and Outcomes Report (COVR): Current Period: Jan. 2013 through Dec. 2013 paid through Mar 2014; prior period: Jan. 2012 through Dec. 2012 paid through March 2013.

Proven results:



- NICU average length of stay **decreased by 58%** from 2011 to 2014 and has remained consistently below book of business (BoB) since 2012
- Estimated **saving of \$1.1 million** from the decrease in average length of stay and decrease in readmissions from 2011 to 2013
- Since 2011: **zero NICU readmissions**

Source: Clinical Value and Outcomes Report (COVR): Current Period: Jan. 2013 through Dec. 2013 paid through Mar 2014; prior period: Jan. 2012 through Dec. 2012 paid through March 2013.

Making a real difference

EMC and Optum have developed solutions that deliver meaningful health outcomes and savings. EMC's commitment to transforming the way health care is promoted, consumed and paid for has made a real difference in the lives of employees and their families.

EMC is a global leader in enabling businesses and service providers to transform their operations and deliver information technology as a service (ITaaS). By accelerating the journey to cloud computing, EMC helps IT departments store, manage, protect and analyze their most valuable asset — information — in a more agile, trusted and cost-efficient way. In 2014, EMC was ranked #18 on the top 25 global Great Place to Work out of more than 2,800 multinational companies surveyed by the Great Place to Work Institute. EMC is committed to delivering the best total customer experience in this or any industry.

Discover how Optum can help you and your clients improve employee health and well-being while reducing costs.

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