

HEALTH SOLUTIONS

By Mercer Marsh Benefits

12 June 2014

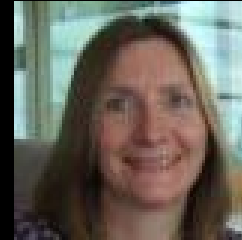
YOUR PRESENTERS TODAY



Kevin Kinsella
European Sales
Leader



Wolfgang Seidl
Head of Health
Management
Consulting

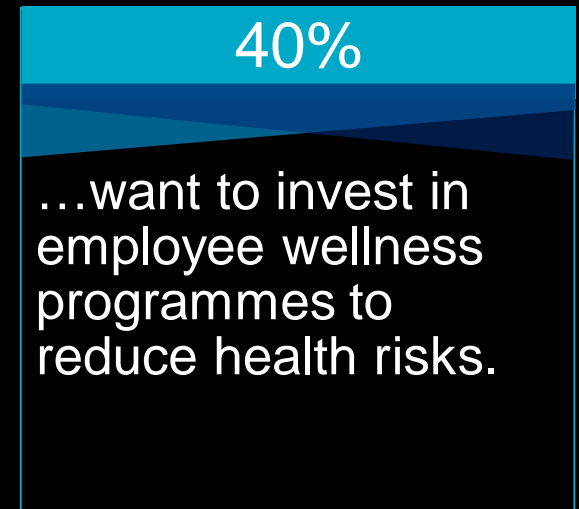
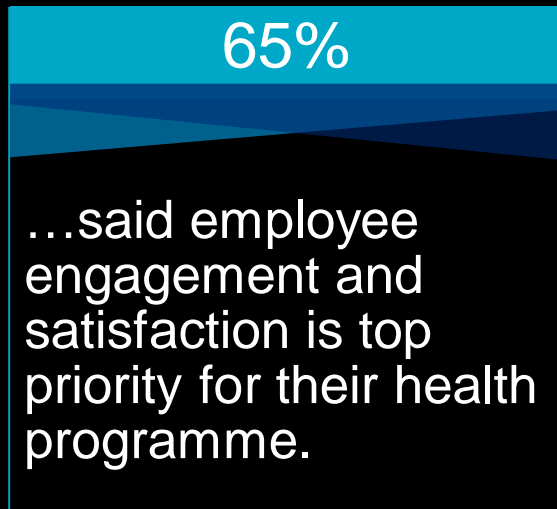


Sue Emms
Health Management
Consulting

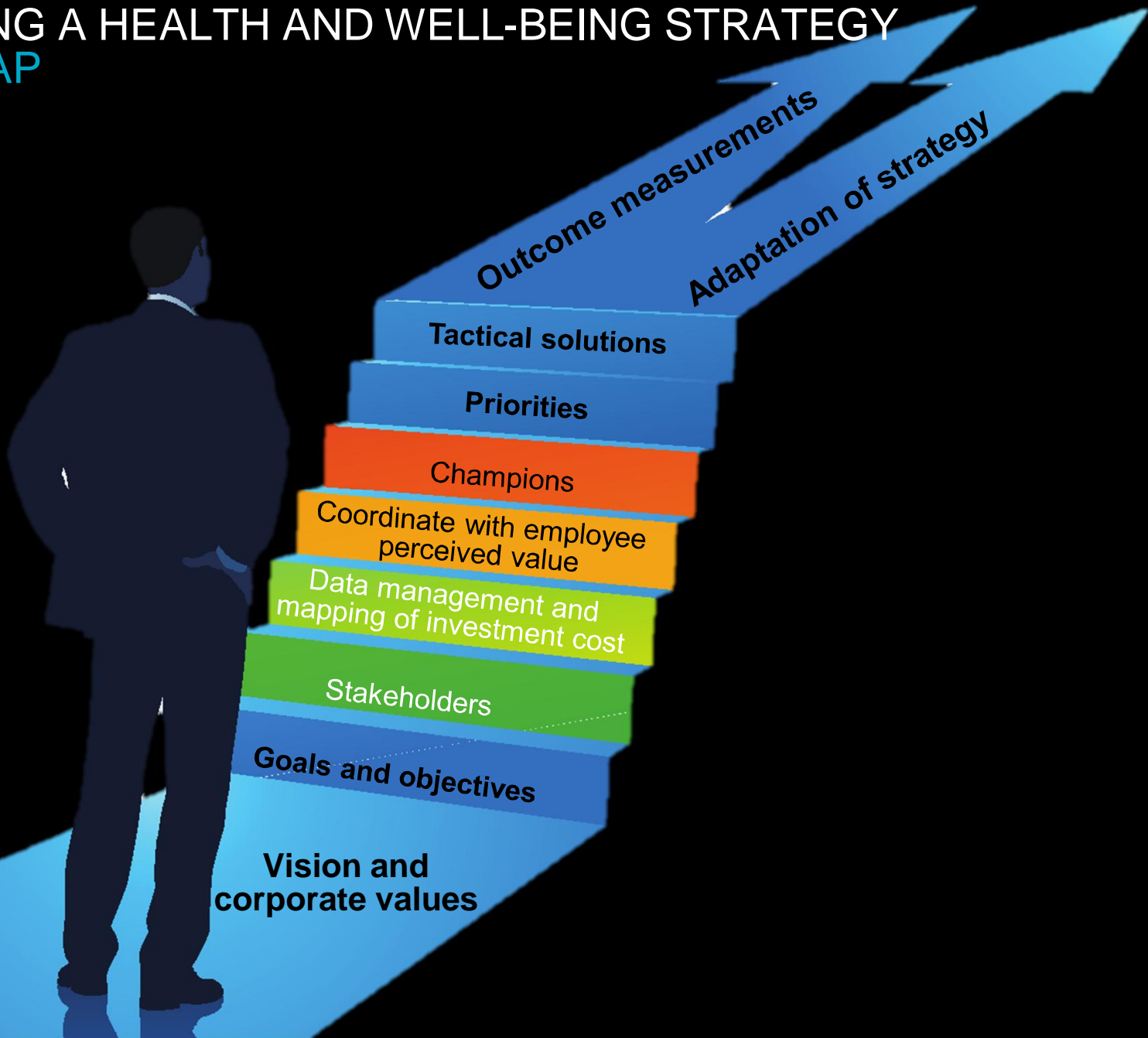
TALENTISM IS THE NEW CAPITALISM*

EMEA HEALTH CARE SURVEY 2012-2013

- Attracting and retaining high-performing talent is key.
- Musculoskeletal, stress and mental health are top concerns.
- Health benefit costs are 3.9% of payroll and growing.



CREATING A HEALTH AND WELL-BEING STRATEGY ROADMAP



HEALTH SOLUTIONS BY MERCER MARSH BENEFITS



SOLUTION:

SOLUTION:

SOLUTION:

SOLUTION:

DASHBOARD

HRA

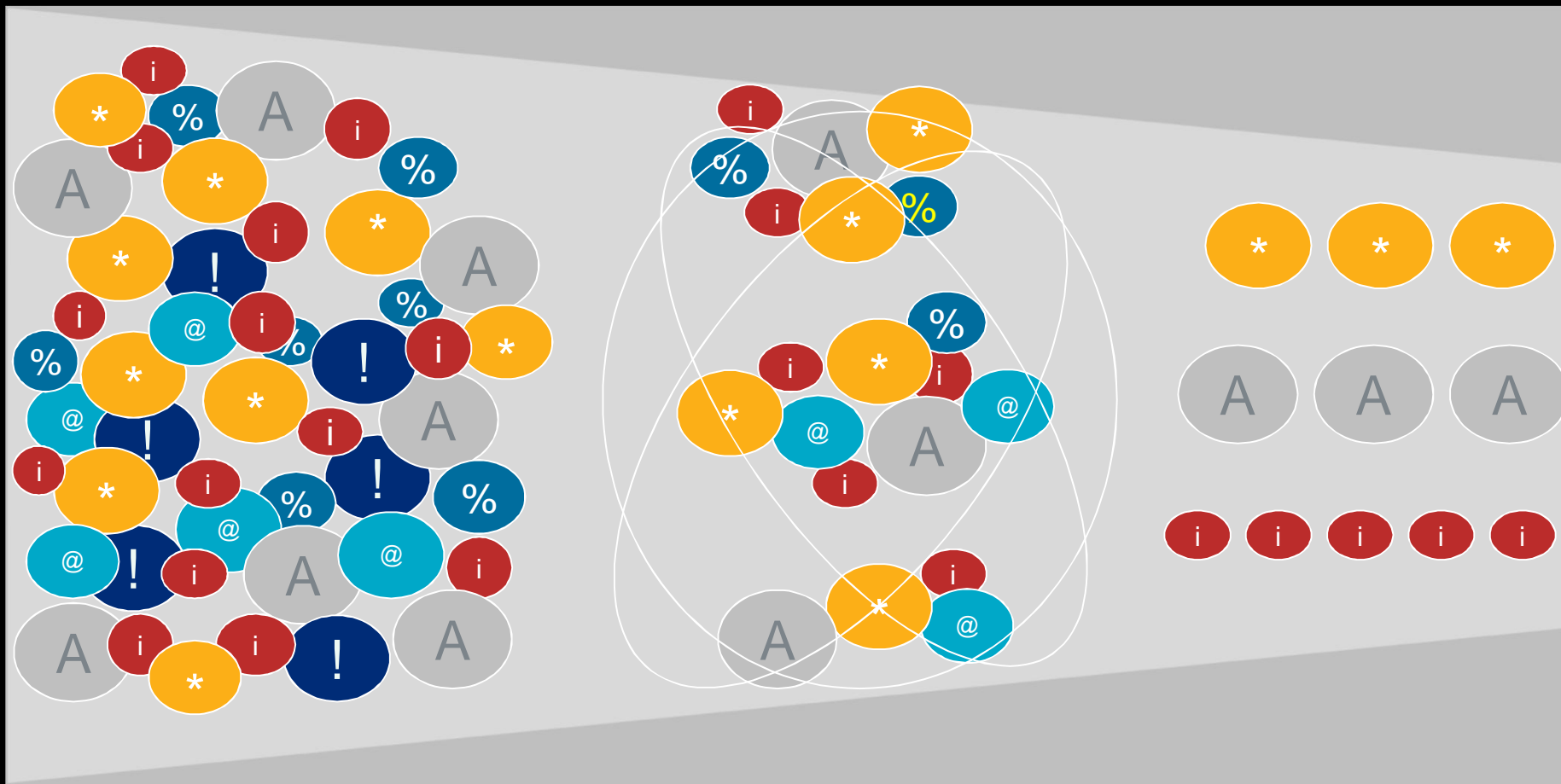
HEALTH
CHALLENGES

EAP

EASY TO IMPLEMENT PROGRAMMES TO GET STARTED!

SOLUTION DASHBOARD

DATA DRIVEN HEALTH MANAGEMENT



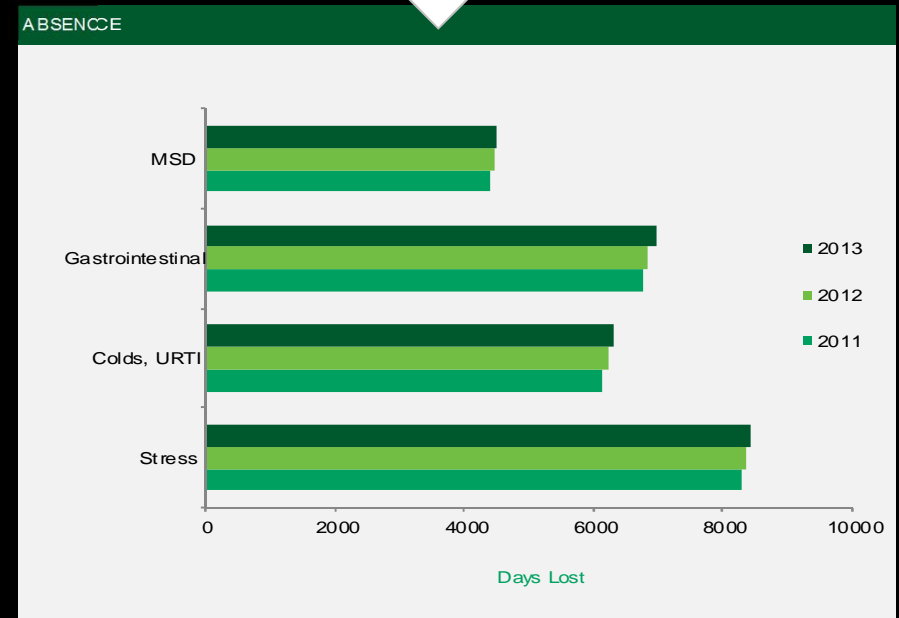
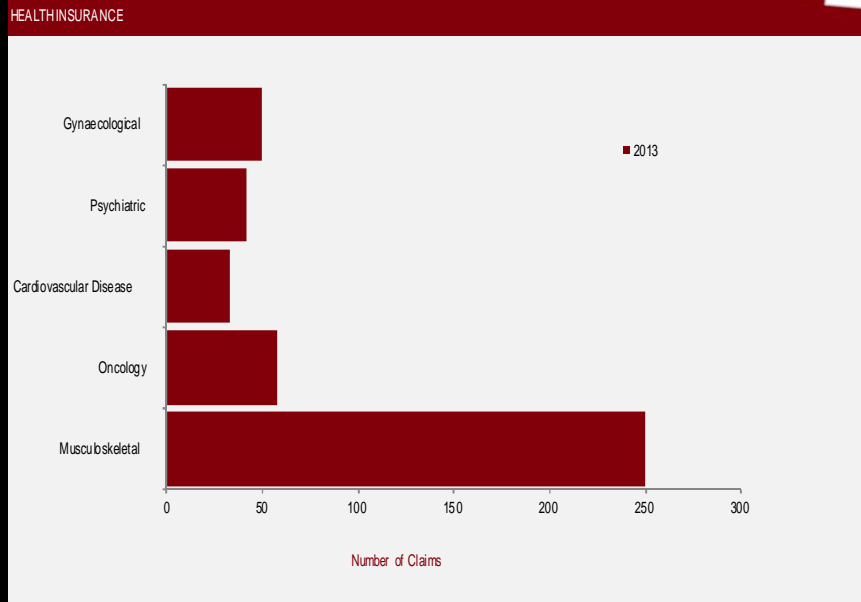
Claims data

Health risk data

Dashboards

SOLUTION DASHBOARD SCREENSHOTS

HEALTH SUMMARY 2013						
MAIN DIAGNOSES						
	Severity Rating	Health Insurance	Long Term Disability	Absence	EAP	OH
Mental Health	High					
Musculoskeletal (MSD)	High				n/a	
Vascular Disease	Medium				n/a	
Cancer	Low				n/a	



SOLUTION DASHBOARD

CASE STUDY

CLIENT



- Services sector
- >50,000 employees
- International subsidiaries

CHALLENGE



- Identify key health risks
- Develop employee health strategy

SOLUTION



- Analysis of health data
- Identify trends
- Create compelling story
- Recommendations

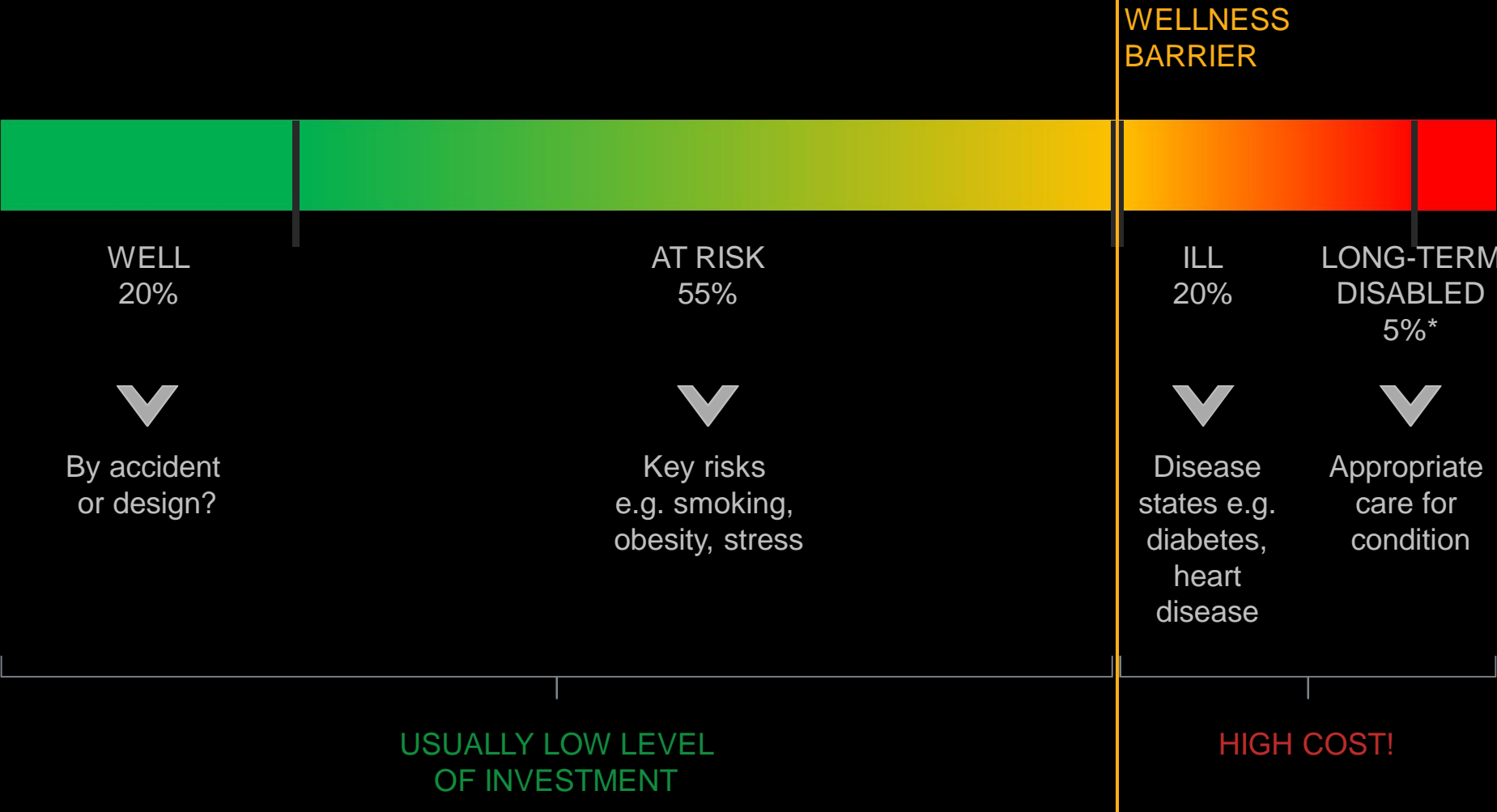
VALUE ADD



- Identify trends, anomalies and correlations
- Development of tailored interventions
- Business case

SOLUTION DASHBOARD

HEALTH & PRODUCTIVITY



CASE STUDY

HEALTH PATHWAYS

WHAT IT IS



- Accurate assessment of condition
- Triage
- Referral
- Data

CHALLENGE



- Loss ratio of PMI scheme
- Lack of data
- Various stakeholders
- Inappropriate referrals

CLIENT EXAMPLE



- Financial services
- 4,000 employees
- High claims for psychiatric referrals

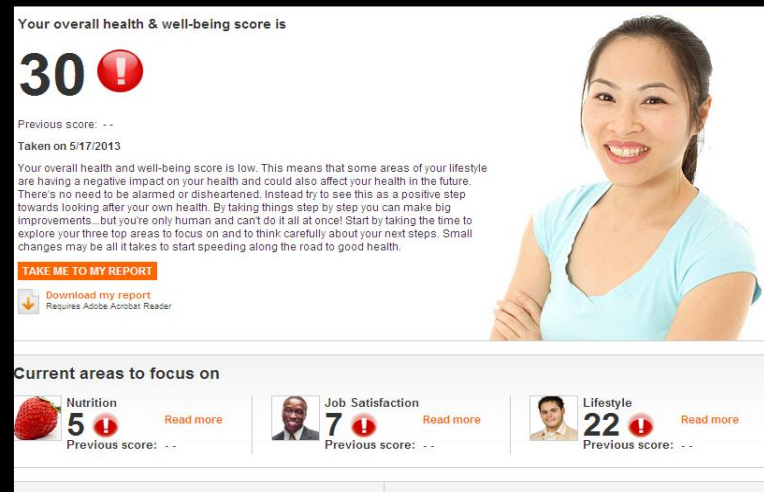
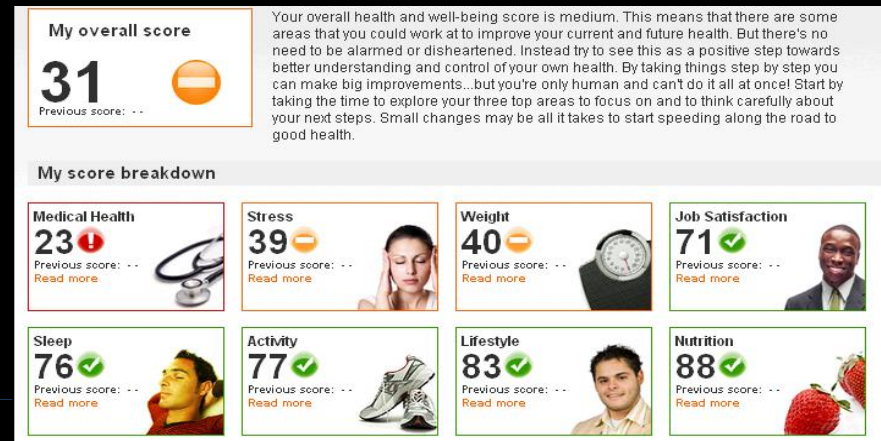
VALUE ADD



- Data
- Risk containment
- Reduction in absence and presenteeism cost

SOLUTION HEALTH RISK ASSESSMENT (HRA) EMPLOYEE QUESTIONNAIRE

- Physical activity.
- Weight and height.
- Nutrition habits.
- Alcohol intake.
- Tobacco use.
- Stress management.
- Job satisfaction.
- Sleep.
- Lifestyle.
- Medical history.
- Biometrics (blood pressure, cholesterol, blood sugar).
- Work absence due to health issues.



SOLUTION HEALTH RISK ASSESSMENT (HRA) VIELIFE'S APPROACH



Sleep



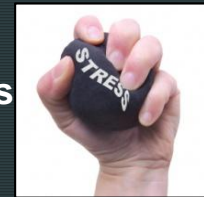
Sleep is vital for keeping our bodies and minds functioning properly. It plays a key role in improving memory, alertness, energy and motivation.

Nutrition



What and when we eat can affect energy levels, how well our body and brain functions, our sleep quality and it can support or diminish our ability to cope with stress.

Stress



Everyone needs some form of pressure to motivate them. However too much pressure becomes stress. Learning techniques to build resilience can protect health in the long term.

Physical activity



Getting active has positive effects on health and well-being, both physically and psychologically. Exercising regularly can help us cope better with stress.

The vielife approach:

- ✓ Is integral to each and every working person's life
- ✓ Has a scientific and well-researched link to individual work performance
- ✓ Can be measured
- ✓ Has shown that small lifestyle changes can bring big results to the health and wellbeing of an individual

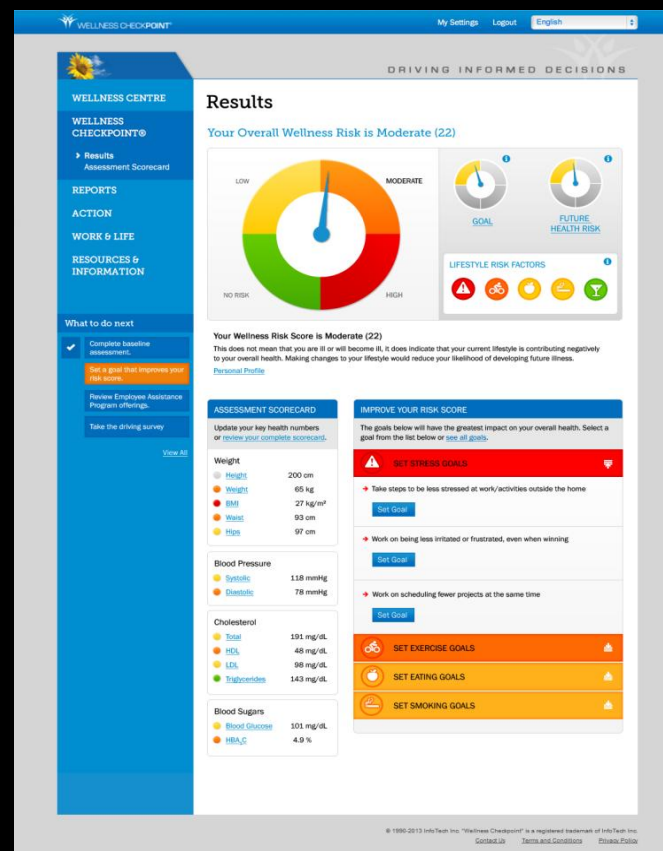
SOLUTION HEALTH RISK ASSESSMENT (HRA) WELLNESS CHECKPOINT – EMPLOYEE REPORTS



Participant's Personal Reports

- ✓ **Personal dashboard (Q1 2014)**
- ✓ **Wellness Reports Suite:** Personal Profile, Balance Sheet, How Am I Doing? and Data Listing
- ✓ **Action Plan Reports:** Your Action Priorities and For Your Attention
- ✓ **Work & Life Reports:** Work, Life & Health and Work & Stress
- ✓ **General Resources & Information:** Employee Assistance, Wellness Links, Travel Health and Wellness Strategy

*Personal Dashboard to guide participant
in setting goals and taking action
Q1 2014*



SOLUTION HEALTH RISK ASSESSMENT (HRA) WELLNESS CHECKPOINT – EMPLOYER REPORTS



Actionable Data

- ✓ Evaluate risk across employee population:
 - By location
 - By business unit
 - By group based on any selected criteria
- ✓ Includes built-in ROI metrics for realistic projection of opportunity for impact
- ✓ Tracks change over time to evaluate impact of programmes & interventions
- ✓ Dig-down power to investigate business questions
- ✓ Comparative reports for insight, scorecards and benchmarking

The screenshot shows the Databanker Live web application interface. At the top, there are logos for 'WELLNESS CHECKPOINT' and 'DATABANKER LIVE' with a 'Logout' link. The main content area is titled 'Welcome' and features a navigation menu on the left with options like 'Extract Definitions', 'View Scheduled Extracts', 'View Reports', 'View Corporate Scorecards', 'Corporate Report Options', 'Wellness Checkpoint Transaction Log', and 'Registration Log'. The main content area includes a 'DataBanker Live for Client Services' section with a sub-header 'Anyone can deliver numbers. We deliver insight.' and a call to action to call an Account Manager at 1 (204) 788-1500. Below this is a list of steps to get started: 1. Create a Sample Definition with one or more groups, 2. Schedule your sample for extract, and 3. View your reports. The footer contains copyright information for InfoTech Inc. and links to Terms and Conditions and Privacy Policy.

SOLUTION HEALTH RISK ASSESSMENT (HRA) CASE STUDY

CLIENT



- Global engineering firm
- 35,000 employees
- Existing client
- Wellbeing project

CHALLENGE



- Enhance wellbeing programme
- Global rollout
- Enhanced data handling

SOLUTION



- Online assessment
- Life style
- Biometrics
- Behaviour change tools

VALUE ADD



- Global & equitable service
- Coordinated rollout
- Cultural adaptation
- Integration with wellbeing programmes

SOLUTION HEALTH CHALLENGES

COREHEALTH



- Corehealth:
 - Friendly workplace competitions to leverage social influence and use interactive engagement tools to improve the health of employees.
 - Works with global companies in 29 countries.
- Two types of challenges:
 - Single turn-key challenge.
 - Unlimited annual configurable challenges.
- Smart phone application.
- High data privacy standards with data housed in Canada.
- Extensive tool configurability for web portal design and reporting.

SOLUTION HEALTH CHALLENGES

BEHAVIOURAL ECONOMICS

- Innovative, interactive, and fun
- Use social influence and “gamification” to drive participation



SOLUTION HEALTH CHALLENGES

BEHAVIOURAL ECONOMICS

- Take advantage of healthy competition and the ability to offer incentives for participation
- Keep programmes fresh by changing your wellness initiatives



SOLUTION HEALTH CHALLENGES BEHAVIOURAL ECONOMICS

- Cost-effective way to motivate and engage employees in healthy habits
- Limited administrative work required for each challenge



SOLUTION HEALTH CHALLENGES SUMMARY

PRODUCT



- Online wellness challenges
- Choice of a number of automated challenges, e.g. steps, weight, nutrition
- Tracking of teams

SERVICE



- Tailoring
- Programme selection
- Oversee implementation
- Reporting

PRICING



- Available through Mercer's preferred provider on commission basis
- Fee per employee and number of challenges selected

KEY BENEFITS



- Culture of health
- Behaviour change
- Employee engagement
- Reduction of health risk factors

SOLUTION EMPLOYEE ASSISTANCE PROGRAMME (EAP) SERVICE ELEMENTS



Telephone
Counselling



Face to Face
Counselling



Wellbeing



Legal



Manager Support



Critical Incident



Case
Management



Financial



Debt



Online
Services

Available 24-hours a day, 365-days a year

SOLUTION EMPLOYEE ASSISTANCE PROGRAMME (EAP) CASE STUDY

CLIENT



- Industry: FMCG
- Europe
- 15.000 employees
- Several OpCos

CHALLENGE



- Find regional solution
- Devolved decision making
- Legacy schemes
- New schemes

SOLUTION



- Data collection
- Provider selection
- Contracting & implementation
- Annual review

VALUE ADD



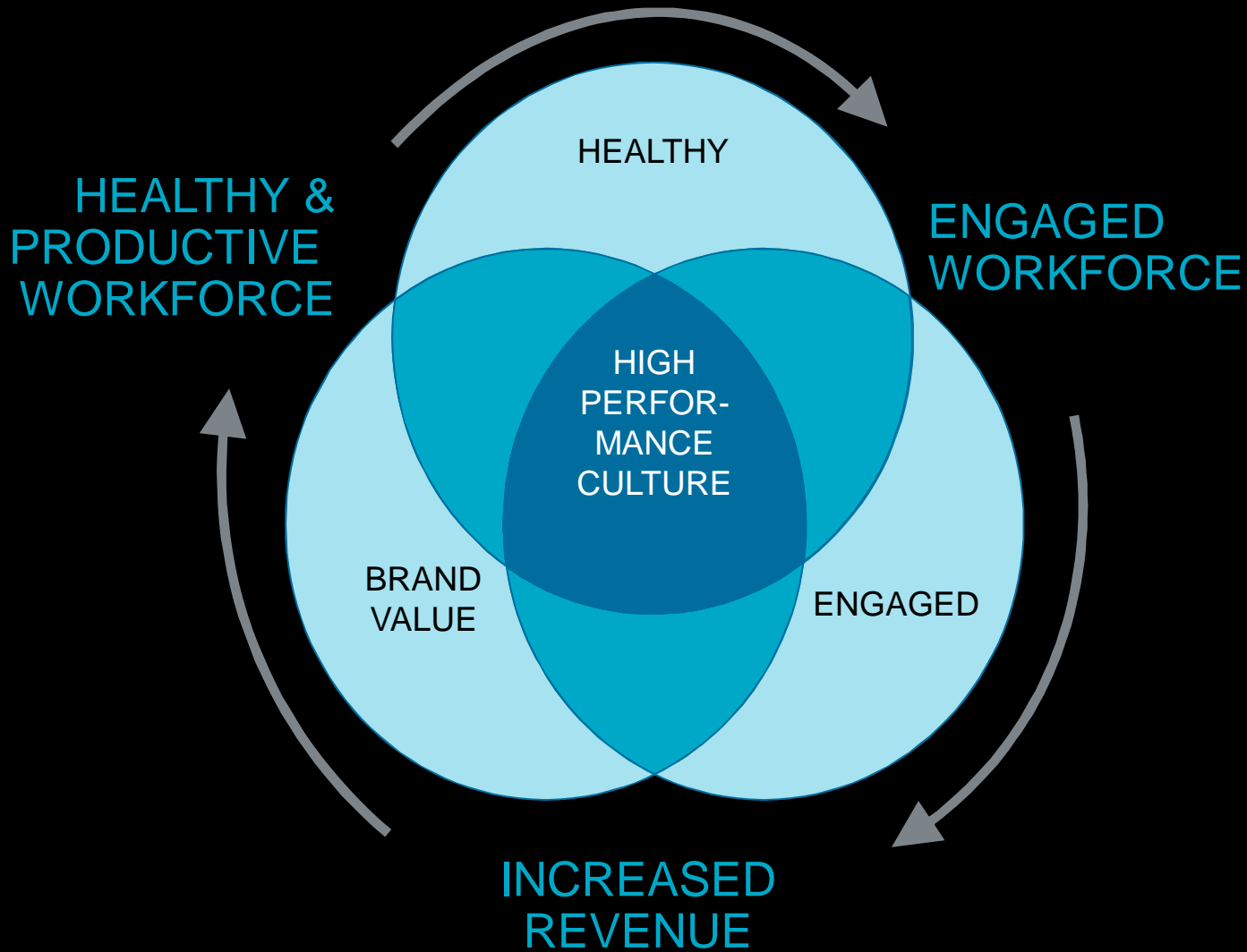
- Culturally sensitive solution
- Leverage economy of scale
- Streamlined reporting
- Focus on clinical and economic outcomes

HEALTH SOLUTIONS BECAUSE IT'S SMART BUSINESS

Why manage employee health?

- Health management programmes can help differentiate companies as “**employers of choice**”, which increases **brand equity** and preference among customers.
- Poor health can **damage** the business (reputation, safety and business continuity).
- Poor health impacts **productivity**.
- Poor health drives **cost**.
- Investments in employee health programmes show a **positive ROI**.

BENEFITS VALUE
HEALTH + ENGAGEMENT = PRODUCTIVITY



If you would like more information on Health Solutions products, please contact your usual local MMB consultant.



Questions?

YOUR PRESENTERS TODAY



Kevin Kinsella
European Sales Leader



Wolfgang Seidl
Head of Health
Management Consulting



Sue Emms
Health Management
Consulting

QUESTIONS

Please type your questions in the Q&A section of the toolbar and we will do our best to answer as many questions as we have time for.

To submit a question while in full screen mode, use the Q&A button, on the floating panel, on the top of your screen.



CLICK HERE TO ASK A QUESTION
TO "ALL PANELISTS"

FEEDBACK

Please take the time to fill out the feedback form at the end of this webcast so we can continue to improve. The feedback form will pop up in a new window when the session ends.



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