

DECISION SUPPORT: CASE STUDY

USE OF DECISION ASSIST TO CHOOSE MEDICAL PLANS

Case Studies of Integrated and Stand-Alone Implementations

Workforce Junction implements the Decision Assist decision support tool from Tango health in two different ways:

- 1 For employers who use the enrollment system from Workforce Junction, the tool is integrated with the system, with an SSO link and presented as part of the enrollment workflow. Employees do not need to login or enter their demographic data separately into the Decision Assist tool.
- 2 The second method of implementation is stand-alone, separate from the Open Enrollment workflow.

Using each employee's own data, Decision Assist™ software delivers step-by-step guidance for making complex health plan choices with confidence.

Workforce Junction has partnered Tango Health to offer an integrated decision support tool.

Integrated Workflow with Decision Assist

In this situation, the tool is presented to employees before they can view their medical plan options. They do, however, have the option to skip using this tool and go straight to enrollment.

Client A

619 Employees, Fitness Centers on the West Coast, high number of low-wage, temporary employees, high turnover.

75% of employees who took action during Open Enrollment, used the tool. Of those, 59% accepted and chose the recommendation provided by Decision Assist.

Plan Recommended	Total	Plan Elected			Waived	Took recommendation	
		Base - HDHP	Middle - PPO	Buy Up - PPO		N	%
Base - HDHP	144	84	46	14		84	58%
Buy Up - PPO	1			1		1	100%
Middle - PPO	1		1			1	100%
Total Used DA	146	84	47	15		86	59%
Did not Use DA	278	25	15	9	229		
Total	619	109	62	24	424		

Client B

291 Employees, industrial engineering company in Texas, shop floor work force.

32% of employees used the tool. Open Enrollment was completed by 100% of employees. 42% of those who used the tool chose the recommended plan.

Plan Recommended	Total	Plan Elected			Waived	Took recommendation	
		Base - HDHP	Middle - PPO	Buy Up - PPO		N	%
Base - HDHP	79	28	28	19	3	28	35%
Buy Up - PPO	4	0	3	1	0	3	89%
Middle - PPO	9	0	1	8	0	9	75%
Total Used DA	92					39	42%
Did not Use DA	199	52	45	66	11		
Total	291	80	77	94	40		

Stand-alone Decision Assist Implementation

In this situation, there is a link to the Decision Assist tool provided to employees to go to, and they must enter demographic information and try out different scenarios. The employees then must go to the enrollment process separately and complete enrollment.

We do not have detailed analytics for these situations.

On average, 20 to 25% of eligible employees use the tool. Typically, they use the tool 1.6 times per employee. A comparison of recommendation against actual plan choice is not available since employee enrollments are not tracked by Workforce Junction.

Learn more
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