

Tackling healthcare affordability: How one payer achieved measurable results

The vision

To help mitigate financial losses from rising medical cost trend, one large payer aimed to alleviate margin pressure and improve healthcare affordability for members across its commercial, Medicare, and Medicaid health plans. Leaders needed to dismantle operational silos and implement a holistic enterprise affordability strategy.

Co-creating the solution

The payer partnered with HealthScape to enable this vision. Together, the team created an affordability governance structure to identify and guide cost-of-care initiatives across network performance, payment integrity, pharmacy, clinical operations, and utilization management. The team applied advanced analytics and competitive intelligence tailored to the payer's unique context to pinpoint savings opportunities and analyze return on investment. Operational and executive teams collaborated to prioritize opportunities and accelerate initiatives from concept to implementation, monitoring performance to ensure sustained impact.

Believe in better

A repeatable, governance-driven approach now enables the payer to evaluate, prioritize, and execute affordability initiatives with greater speed and consistency across its portfolio. Stronger cross-functional alignment and communication is improving decision-making and accelerating execution, helping the organization more effectively manage medical spend, mitigate abrasion risk, and advance its affordability goals.

Meaningful outcomes

With a governance-driven process, the payer has achieved the following results over a 2-year period:

4%+

reduction of forecasted gross medical spend

\$250M+

medical savings realized

150

affordability initiatives executed across the portfolio

Building to better

Addressing healthcare affordability requires:



Performance benchmarked against market peers



Governance structured to drive ideas from concept to market



Cross-functional alignment and accelerated execution

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