



Leading healthcare staffing company adopts new specialty drug program, achieves significant savings and improves member experience

Challenge

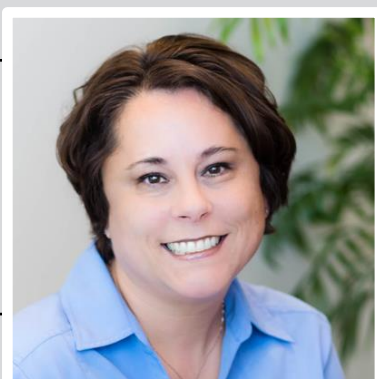
Like most employers, CHG is wrestling with more employees using specialty drugs and the associated rise in costs. CHG’s benefits team spoke with peers and quickly discovered most companies face similar challenges, but none had found an effective solution from existing vendors. CHG’s core value of putting people first encourages new vendors to offer better services and member experiences and has resulted in their consistent ranking as a *Fortune 100 Best Company to Work For*.

Solution

CHG’s Vice President, Talent Management, Nicole Thurman, identified VIVIO as a new and innovative solution for specialty drug management and cost control. CHG purchased VIVIO Precision Care™ program carving out specialty drugs from traditional carriers and PBMs. VIVIO successfully integrated its product within CHG’s ecosystem of carriers, TPAs and PBMs.

Results

\$0	What members paid for specialty medications	71%	Supply chain savings percentage, 2018-19
\$4.7M	Net program savings Q1 2017-Q4 2020	29%	Clinical savings percentage, 2018-19



VIVIO’s specialty solution is exciting and innovative. They delivered on their dual promise of savings and happier members, while helping us change the status quo.

- Nicole Thurman, Vice President, Talent Management



The CHG family of companies is one of the largest providers of healthcare staffing in the country. CHG is the leading supplier of locum tenens and also offers both temporary and permanent placement of physicians, nurses and other healthcare professionals. Headquartered in Salt Lake City, CHG has more than 5,000 employees and 11,000 members, served by three health plans. CHG has made the Fortune list of best places to work for the past eight years.



Pictured (L to R): Anne Hopkins, Patrick Hervey and CHG’s benefits team after winning the “Diamond” Health Value Award at the 2018 World Health Care Congress in Washington DC. CHG won first place in its category for its work with VIVIO to significantly lower the cost of specialty drugs for members while improving both service and quality.

“We’ve had such a great relationship with our partners at VIVIO and we feel like we can evolve the program as our needs evolve.”

- Anne Hopkins, Sr. Manager, Benefits & Wellness

“Our employees say using VIVIO is seamless, easy and simple. Some members had concerns because set up in other programs had been complicated.”

- Patrick Hervey, Manager Benefits, Talent Management



VIVIO is very understanding, sensitive to my needs, very thorough with communications and follow ups and genuinely cares about me.



- “L,” CHG employee, VIVIO member



VIVIO Precision Care™, fixes the system problems of identifying expensive drug therapies that just don’t work even though they have FDA approval; not knowing if a member is responding adequately to the therapy; doctors not reading the clinical trials themselves; the arbitrary line between pharmacy drug and medical benefit; and, egregious supply chain waste. We use clinical trial and other clinical data, financial data, and industry rules to drive better patient outcomes without overpaying.