DeVry University achieves 3:1 ROI through advocacy-driven benefits strategy

Discover how DeVry maintained an average 3:1 return on investment, keeping healthcare spending stable and below projections while expanding its benefits portfolio. By anchoring the benefits strategy to one integrated platform, DeVry University simultaneously enhanced member engagement and boosted employee satisfaction.

EXECUTIVE SUMMARY

DeVry University transformed its employee benefits strategy with the Transcarent platform in just four years, turning a conventional cost center into a strategic asset. The strategy kept the higher learning institution's healthcare expenses nearly flat. It yielded an average 3:1 return on investment (ROI) annually while funding an expansion of its benefits to include 2nd.MD and mental health support with Headspace, part of the Transcarent Trusted Partner Ecosystem.

DeVry University's experience demonstrates that employers can improve benefits quality while managing costs when anchored to an effective advocacy solution. In achieving the 3:1 ROI, Transcarent engaged 78.4% of the population and 95.8% of high-cost claimants while also receiving a 91.7% employee satisfaction rating[1].

About DeVry University

DeVry University is a private institution offering undergraduate and graduate certificate programs, online classes, and degrees for associate, bachelor, and master levels. Founded in 1931 by Herman A. DeVry, the school has its headquarters in Lisle, IL.

DeVry University's mission is to change how students learn by offering programs driven by the tech-centered needs of tomorrow's industries. The university aims to create more diverse and inclusive workplaces.

DeVry University

2,000 EMPLOYEES

DeVry reimagines employee health benefits to align with its "Culture of Care"

In 2018, DeVry University began a new journey as a stand-alone institution, becoming a leaner, more agile organization. As part of DeVry's commitment to college affordability, the new management introduced strict cost control measures, including for employee benefits as the university's second largest expense. With the financial mandate in mind, DeVry chose to double down on their employee value proposition (EVP) "Culture of Care," to balance competitive benefits and cost-effectiveness. The initiative underscored DeVry's commitment to creating a supportive workplace within its optimized management framework.

To fulfill the promise of its EVP, DeVry needed to address the rising costs of health benefits by reimagining its strategy. The university sought to meet and exceed employee expectations, providing comprehensive support across their health and wellness journeys. This challenge required an innovative solution to manage health benefits efficiently and effectively.

"I cannot overemphasize the importance of the team you select to partner alongside. Working with HUB International and Transcarent opened the doors to what would be our chosen direction of advocacy and care navigation."

Dave Barnett

Chief Administrative Officer, DeVry University

A new era of employee well-being

A year into its transformation, DeVry partnered with consultant HUB International to find a navigation and advocacy solution to anchor its benefits portfolio to the Culture of Care. Transcarent emerged as the standout choice, distinguished by its leadership and proven track record of delivering personalized, effective healthcare outcomes and shared focus on making employee benefits a key part of organizational culture.

Anchoring benefits expansion to Advocacy

DeVry University implemented an platform solution with a focus on advocacy in 2020. Within two years – with high levels of employee engagement and satisfaction and having surpassed its ROI target each year – the university's HR team decided to expand its portfolio, adding Headspace through the Trusted Partner Ecosystem to meet its workforce's need for mental health support.

With ROI, engagement, and employee satisfaction continuing to yield positive outcomes, DeVry added

2nd.MD in 2023 to give employees access to expert second opinions and alternative treatment options. With 2nd.MD, DeVry aimed to enhance its culture of informed healthcare, reduce the risks of misdiagnosis and over-treatment, and empower employees in their healthcare decisions.

Headspace results 2022 - 2023

- **68%** of members with moderate or severe depression and **65%** with moderate or severe anxiety at intake had improved symptoms after care
- **73.3%** of employees returned to use the Headspace app
- **99%** of employees with a clinical intake appointment returned to complete a second appointment
- Average coach rating of **4.9** out of 5 stars

Data from Jan. 2022 – Dec. 2023 from DeVry employees registered with the Headspace app.

2nd.MD 2023 results from the first year of program implementation

- **$41,825** total cost savings
- **$14,500** savings per surgery
- **81%** improved treatment plans
- **29%** surgeries avoided

Top diagnostic categories:

- Women's Health
- Ear, Nose, Throat
- Autoimmune

Data from April 2023 – April 2024 from DeVry employees who utilized the second medical opinion solution.

"I sit on a number of boards where we are continually looking at how to manage benefits to make budget in a highly inflationary environment. Somehow, at DeVry, we continue to come in below budget while increasing benefits."

– DeVry board member

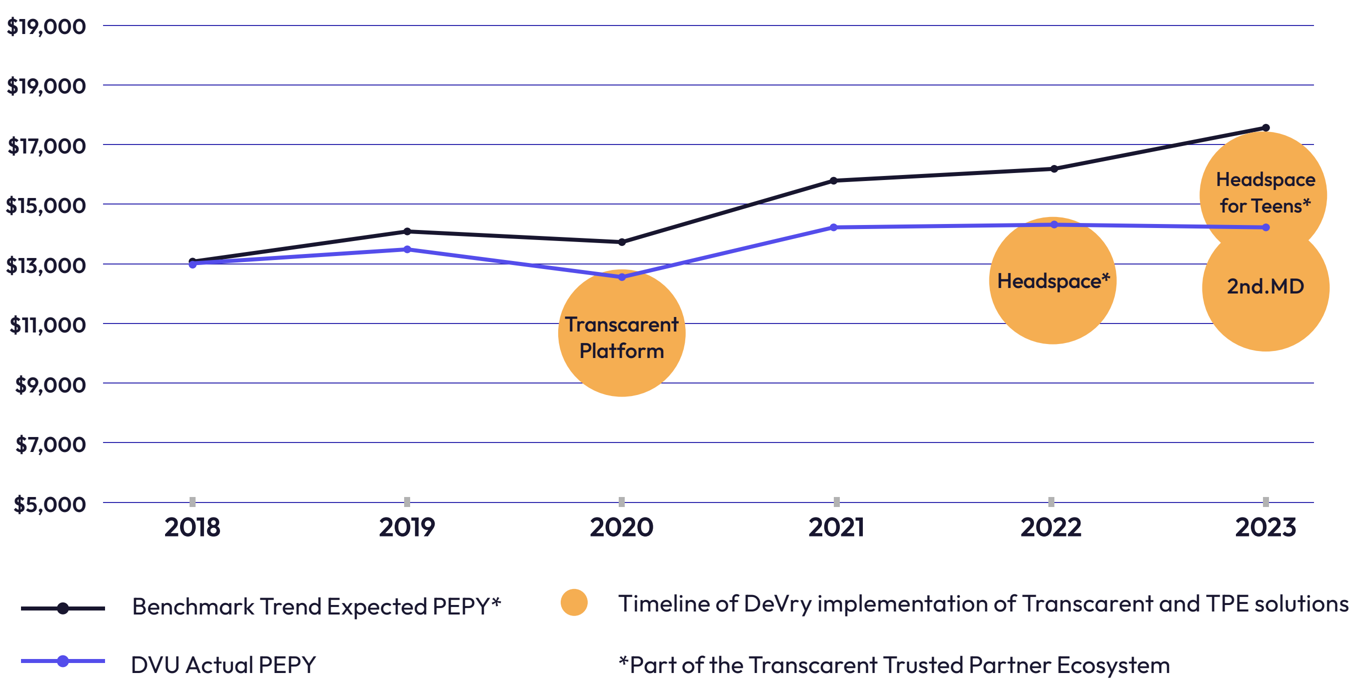
Bending the cost curve while expanding benefits

As employer healthcare costs continue to climb – expected to rise between 5.4 percent and 8.5 percent in 2024[2] – DeVry's collaboration with Transcarent represents a strategic and financially prudent approach. The university sustained lower healthcare costs below the industry baseline. Over the four years of this case study, DeVry's per-employee healthcare expenditure rose marginally from $13,000 to $13,500, compared to an industry average of $17,000[3].

"Transcarent's distinction in the realm of advocacy and care navigation is unparalleled, setting them apart as one of the few entities capable of delivering genuine, impactful care navigation."

— Patrick Gallagher, EVP, HUB International

DeVry University Actual vs. Expected (Since 2018)



Source: HUB International

Engaging employees yields high marks for employee satisfaction

While achieving a 3:1 ROI, the Transcarent platform solution effectively worked to engage Members and deliver a personalized experience. 78.4% of DeVry's population engaged with Transcarent. Additionally, 95.8% of high-cost claimants (HCC) engaged with Transcarent, benefiting from the additional level of proactive outreach and case management Transcarent provides to HCC populations. DeVry's highly engaged Members gave Transcarent a 91.7% employee satisfaction rating.

Achieving sustained healthcare savings and improving employee health

DeVry University turned its Culture of Care employee benefits into an expanding, strategic asset by anchoring to one integrated platform. Its ROI highlights how to integrate health and well-being into corporate culture while aligning with financial requirements. The key is a partnership that embraces innovative healthcare solutions with a strategic and advocacy-driven approach.

"My Care Advocate was extremely helpful with not only getting my doctor's office on the line, but also getting the provider on the line to get my situation resolved. She went above and beyond."

— DeVry employee

91.7% SATISFACTION RATING

References

[1] DeVry results from Jan. 1, 2023 – Dec. 31, 2024
[2] https://www.reuters.com/world/us/us-employers-see-biggest-healthcare-cost-jump-decade-2024-2023-09-20/
[3] HUB International industry and DeVry University cost analysis