Employees continue to struggle with navigating the health care system — health advocacy services can help, but they are underleveraged.

**Insight:**

Just **20%** of employers strongly agree with this statement: “My employees know how to navigate the health care system.”

Penetration is low for programs designed to help employees navigate the health system.

- **27%** Case management programs
- **25%** Transparency tools
- **24%** Health advocacy service
- **20%** Telemedicine
- **8%** Musculoskeletal or orthopedic programs

**How to cross the chasm:**

- Expand your health and wellness portfolio to include innovative solutions that embrace a health advocacy model.
- Leverage a single point of contact to drive engagement and optimize health care decision-making, efficiency and outcome effectiveness.
- Work with your existing health advocacy vendor to build an engagement plan.

Note: Percentages reflect small, medium and large employers.