

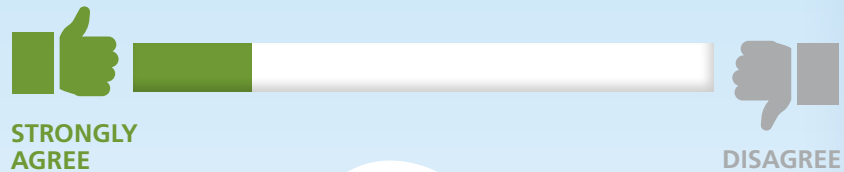
Crossing the culture of health chasm: **Navigating the unknown**

Insights from the Optum® “7th Annual Wellness in the Workplace Study.” Respondents (n=554) were involved in benefits decision-making for companies across the U.S.

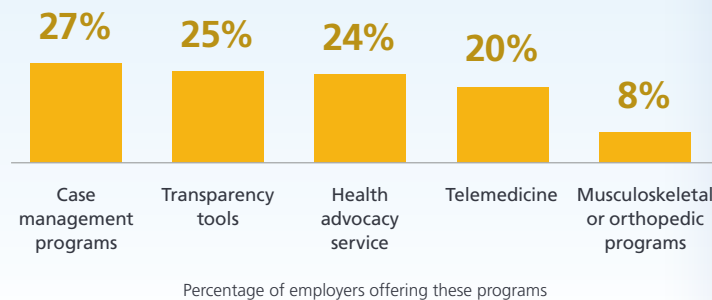
Insight:

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

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.



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.

