



ArcBest

Driving Health and Engagement Leads to Proven Results: A National Shipping and Logistics Firm's Experience

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Introductions



Mike Cook
Senior Regional Director,
apree health



Rich Krutsch
Vice President of People Services,
ArcBest

Castlight and Vera are now apree health

We help employers and health plans deliver a vastly different experience, improve whole health outcomes, and achieve a sustainable cost trend.



Ron Williams
Board Chair



Donald Trigg
CEO



Clayton, Dubilier & Rice
Investor

- More than 250 customers and 11 health plans
- More than 6 million members on the platform in 91 countries and 22 languages
- \$70M R&D for 2023
- Care Centers in 11 states
- Best-in-class holistic wellbeing and navigation platform built over the last 15 years

Building on best-in-class outcomes:

+86	Top 25%	3-7%
Member NPS	HEDIS Quality	Cost of Care Reduction

ArcBest: Our Healthcare Journey

Leveraging our rich 100 year history of tackling our customers most difficult supply chain challenges to focus on perhaps the most complex supply chain issue of our time—Healthcare

We have employed a data-driven, people-first approach focusing on:

- Outcome improvement – prevention and wellness
- Cost Containment
- Utilization Management



ArcBest: Who We Are

ArcBest is a **leading logistics company**, with **creative problem solvers** who deliver integrated solutions. We have a can-do attitude with every shipment and supply chain solution, household move or vehicle repair.

We'll find a way to deliver:

- Knowledge
- Expertise
- Options

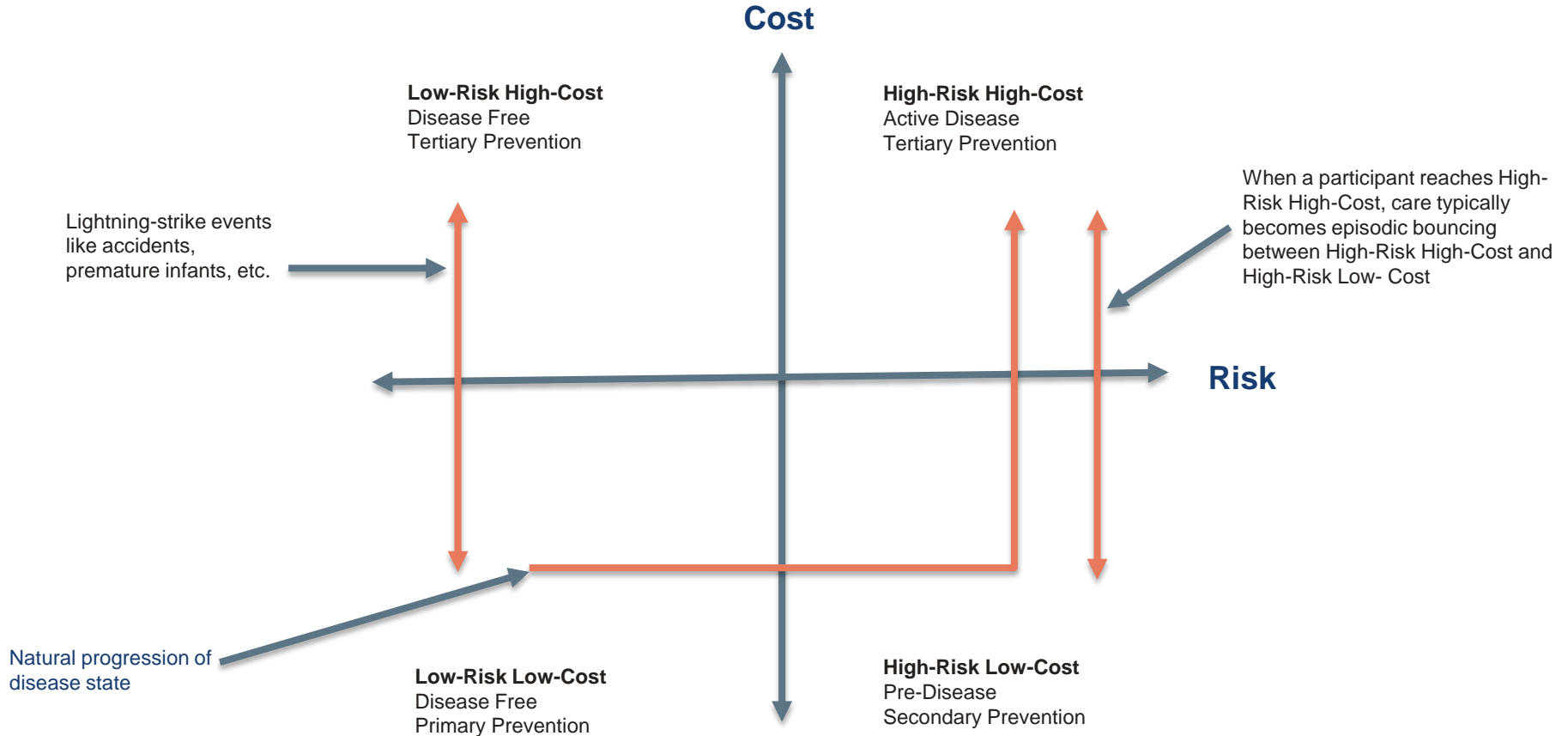
8,500
Covered Lives

50
States

240+
Locations

20+
Benefit
Programs

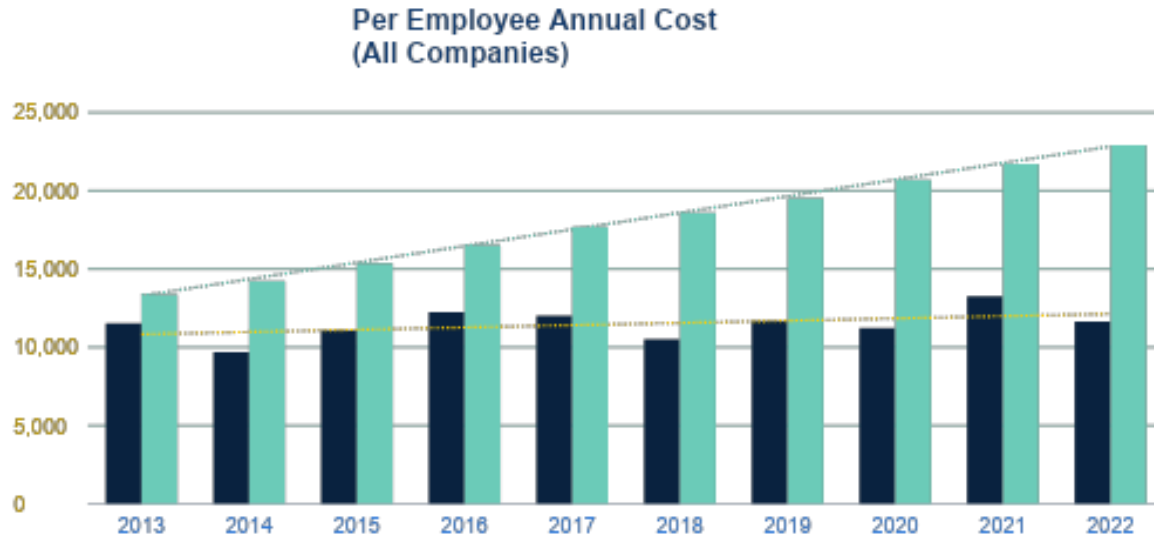
ArcBest: Population Risk Model



ArcBest: Per Employee Annual Cost

Wellness Goal: To produce a healthier working population and improve quality of life for employees now and into retirement, while reducing overall health plan spend.

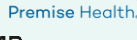
On average, a participant in wellness costs the Company 13% less than someone not in wellness



What Worked?

1

Centralized Resources



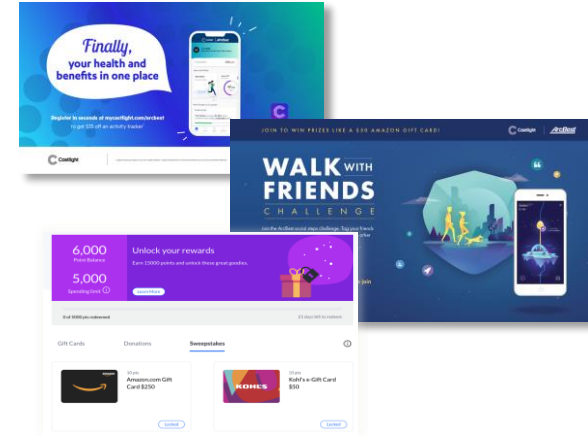
2

Incentive Design

- Two health plans — qualify for less expensive plan by meeting health and wellness criteria
- Earn points for participating in different wellness activities

3

Wellness Amplifiers



Outcome: A Highly Engaged Workforce



86% Employee Registration



60% Average Monthly Return Rate



49% Performed In-App Search for Care



40% Monthly Active Users during COVID-19

Employee Testimonials

"I like how it is easy to navigate and find information."

"I love being able to see everything regarding my health here in one place!"

"I like the opportunity to lower my healthcare costs while making myself healthier. Very user friendly."



Measuring Value

Health Outcomes

#1

Search is for primary care

27%

**More likely to receive a
preventive care visit**

Cost Savings

\$1.17 Million

Total Savings

6.2%

User Savings

Thank you.

To learn more, contact:

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