



Client Success Story

Health System Client

During our long history as one of the premier TPAs in the industry, Luminare Health has expanded our catalogue of solutions, helped employers and plan sponsors offer competitive, cost-saving benefits, and supported members as they navigate their healthcare journey.

We succeed when our clients succeed... in meeting their goals, in lowering their costs, in retaining their valuable workforce. And in the case of one of our health system clients, we succeeded by helping our client build something entirely new.

Through it all, our focus has always been on service excellence with a consultative approach.

Meet Our Client

- Client since 2013
- 2,000 employee health system
- Offers a PPO and two HDHPs with health savings account
- Needed help standing up domestic utilization management, case management, and population health capabilities



Our client came to us with the goal to develop their own utilization management, case management, and population health capabilities for their employee population with the intent to bring those services to the local market. But they needed our extensive experience, time-tested solutions, and consultative approach to help bring their vision alive.

Luminare Health's in-house healthcare management team worked closely with the client's population health team to educate them on the requirements and logistics required to administer these services. We provided their clinical team with access to our clinical analytics tool, which allows them to drill down to individual member data.

Our clinical healthcare management team also spent several days on-site to help the client make decisions and develop a long-term strategy.

With Luminare Health's expert consultation, the client decided on their initial product focus, and we developed the integration processes to help bring that focus to life.

When the client was ready to bring their health plan solution to the market, Luminare Health provided recommendations for actuarial support, engaged our marketing and sales teams, and collaboratively began developing the strategy to roll out a direct-to-employer product—complete with a value story, clear target market, and other local health system partnerships.

Though there's still work to be done, the Luminare Health team has supported and guided this client every step of the way.

What can Luminare Health help you build? Contact your sales executive to learn more.