

CASE  
STUDY

# Health plan cuts projected spend by nearly \$35 million.

## Client:

Not-for-profit, regional, mid-sized health plan

SIZE CATEGORY: 200K+ members, including fully-insured commercial, small group, and individual  
SELECTED FOR MOBE®: 25-50K members

## Key takeaway:

In just 12 months, a health plan reduced their projected claims-cost spend by \$34,597,279. Over 28% of selected members participated in a whole-person, cross-condition solution for lifestyle guidance and medication optimization, without redundancy.

Claims-cost  
savings:  
**9.5%**  
vs. projected  
spend

Engagement  
rate:  
**>28%**  
plus referrals  
to existing  
programs

## Challenges:

Accountability, sustainability, and cost of care were the business drivers for the health plan.

They faced rising costs and a lack of member engagement in care management offerings.

Health equity is a strategic pillar of their organization, so finding vendors equally committed to advancing health equity initiatives is continual.

“MOBE is doing especially well in Access, Equity Considerations, and Health Literacy. All recommendations MOBE made build upon work that is already being done.”

—Health plan client team

## Solution:

The health plan partnered with MOBE to reduce their cost of care. MOBE's personalized lifestyle guidance and medication optimization for members with multiple conditions and rising risks achieved a 9.5% reduction in medical and pharmacy claims in year one, reducing projected costs by nearly \$35M. Engagement was key, topping 28% for MOBE-selected members. Plus, MOBE integrated with the plan's existing mental health, smoking cessation, and 24/7 virtual care services to refer members as appropriate.

A true partnership was forged, especially relating to racial health equity, which the plan assesses for each vendor. MOBE's 85.3% score was higher than any other first-time vendor's. MOBE's ability to disaggregate outcomes by racial and ethnic subgroups gave the plan a way to identify disparities and work to fill gaps. The plan also learned that members who identify as Black engage and stay with MOBE at the highest rates, and members from underrepresented backgrounds are more likely to experience several social risk factors simultaneously.

With MOBE's strong language access and readiness to partner with the health plan's linguistic access specialist, the plan lowered barriers to comprehension.

## Year One Results:

The health plan lowered their projected spend within a year, engaged members who weren't, and gained a strong health equity partnership.

### HEALTH OUTCOMES

Driven by one-to-one conversations and/or app interactions with a MOBE Guide or Pharmacist:



**38%** of members with weight loss goals lost at least 5% of their starting weight.



**68%** of members who were sedentary increased their daily steps.



**54%** of members who previously slept less than seven hours now regularly get 7–9 hours.



**>50%** of members improved self-perception of emotional well-being and energy/fatigue levels.



**94%** of recommendations made by MOBE Pharmacists were accepted by members and providers.

“There've been times we come up with a brainstorm, and a MOBE leader will say, 'That would be awesome! Let's figure it out!' We honestly do not see that level of engagement or commitment from other vendor partners.”

—Health plan client team

**95%**

**participant satisfaction rate**

### CLAIMS-COST SAVINGS

**9.5%**

generated across multiple care categories, including:



**15.5%** saved — inpatient claims costs

**9.2%** saved — outpatient claims costs

**15.8%** saved — professional claims costs

**MOBE**<sup>®</sup>

Get the whole-person, cross-condition solution proven to reduce total cost of care.

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