THE CHALLENGE

Oregon Imaging Centers provide a full range of imaging services for patients from all over Oregon. Their singular purpose is to provide the high-quality imaging and interpretations that allow for the best patient outcomes. They care for patients in two centers - University District in Eugene and the Riverbed Pavilion in Springfield.

As a 17-year veteran of healthcare administration, Justin Thomas, director of Human Resources for Oregon Imaging, has long understood employee benefits are always top of mind, specifically working to control costs while making sure there are no adverse effects on benefits when it comes to life and disability insurance.

“That each year, we review our life and disability benefits to see if there are any areas of savings that we can take advantage of, but the best we had been able to do was hold the line on costs,” he said.

That is why he was initially skeptical when he was approached by his Intalere representative about exploring new insurance opportunities through Intalere Insurance Services. But based on conversations about what Intalere Insurance Services, through partner Gallagher, had been able to do for other similar facilities in the healthcare space, he decided to engage them for a no-obligation review, especially since Gallagher guarantees a 10 percent reduction of current costs. “Our director of Finance is always willing to review scenarios that can bring savings opportunities,” said Thomas.

THE SOLUTION

Intalere Insurance Services partners with Gallagher, an industry healthcare insurance leader, to help solve the challenges of operating a sustainable healthcare organization while meeting the needs of providers’ employees and communities. Gallagher’s National Healthcare Practice is dedicated to working solely with organizations in the healthcare industry.

The advantage of their unique programs for benefits such as life and disability is that Gallagher utilizes an Intelligent Aggregated Model to group healthcare organizations into a larger pool and provide immediate savings that hit their bottom line right away. The program savings range on average 15-25 percent for the Employer Sponsored Life and Disability spend and guarantee 10 percent cost savings.
Austin Neuhart, area vice president for Gallagher, scheduled a Diagnostic Benefit and Risk review session for Oregon Imaging based on organizational data they provided to complete a spend analysis. “We do all the heavy lifting. Our team digs in deep on analysis, including full assessment of claims, terms, conditions, and contract features that dictate pricing. We understand healthcare is different. Our approach is crafted to drive savings, improve employee experience, and support HR and Finance in a healthcare operation,” said Neuhart. On the client side, Thomas was impressed with the full service, pro-active nature of the way Gallagher conducted business. “The biggest thing is that it was just easy. They worked for us to make this happen, which is vital when you don’t have the bandwidth or resources internally to maximize the benefits you can gain.”

**THE OUTCOME**

The outcome of the assessment from Gallagher was the reduction of overall premiums by 12 percent for Oregon Imaging while maintaining the exact same features and benefits the program had been providing to the employees of the organization. With the Intalere representative consistently engaging throughout and the lines of communication open, Oregon Imaging was able to implement the new coverage and begin seeing savings within six months of beginning the entire engagement. Even better, this “silent benefit” was seamless to employees.

Based on their initial success, Oregon Imaging is now beginning the process of reviewing their health insurance with Gallagher to determine if similar savings and coverage enhancements are available there as well.

According to both Neuhart and Thomas, having a trusted advisor, liaison and facilitator from Intalere was critical to the initial engagement, ensuring milestones along the way were met, and finally seeing the ultimate conclusion and benefit of the project. A final thought by Thomas brought home the point why partnerships such as this are so important to healthcare providers today. “If you are in healthcare today, and not looking to save in all facets of the organization, you will be in trouble quickly,” he said.

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**About Intalere Insurance Services**

At Intalere Insurance Services (IIS), it is our goal to provide your company with greater coverage along with cost savings. We strive to be a long-term partner for all your insurance needs and are confident we can help you find the perfect plan to achieve your goals. IIS is committed to providing you with industry-leading products and unmatched service. We can help you plan intelligently to deal with situations via a wide range of insurance and financial services products.

[www.intalereinsuranceservices.com](http://www.intalereinsuranceservices.com)

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**About Intalere**

Intalere’s mission focuses on elevating the operational health of America’s healthcare providers by designing tailored, smart solutions that deliver optimal cost, quality and clinical outcomes. We strive to be the essential partner for operational excellence in healthcare through customized solutions that address customers’ individual needs. We assist our customers in managing their entire spend, providing innovative technologies, products and services, and leveraging the best practices of a provider-led model.

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