



Case Study

Onsite services result in decreased costs for SCANA

SCANA provides services that enhance total health and productivity management. “SCANA is a utilities company—we provide service to South Carolina. We can’t do it with an unhealthy workforce,” says McSwain, Director of compensation and Benefits

Chris oversees a workforce of 11,800 people (including families), in a company where the average age is 42, average turnover is less than 5% (and the workers are predominantly male).

SCANA was tracking the following alarming statistics:

- Healthcare claims were increasing at nearly 2 times the national rates.
- Healthcare claims increased 201% over 2001-2003.
- Disability was nearly twice the national benchmark.

Key cost drivers for SCANA included pharmacy increases, claims related to chronic care, retiree medical claims, and catastrophic claims. “Faced with these trends, we also noted that our eligible retiree population could increase by 50% over the next 10 years. These are facts we could not ignore.”

The plan:

1. Create a cross-functional team to assess, plan, implement, and measure the results.
2. Reduce barriers to chronic care treatment..
3. Integrate Disability, EAP and medical/Rx claims for trending analysis and comprehensive support.
4. Create a presence that enhances the connection of job performance, personal health management., and company success.
5. Partner with academic institution to provide analysis and measure results .

Quick glance: SCANA’s culture of health

SCANA expects all employees to manage their health appropriately and share accountability for outcomes.

Good health behaviors are encouraged through multiple levers:

1. **Barrier removal:** onsite clinic and lifestyle resource center provides education, wellness and behavior counseling and pharmacy.
2. **Drug costs are reduced innovatively.** SCANA contracts directly with an Rx wholesaler and passes the savings and rebates directly to the employees, offering prescription refills with no administration
3. **Behavior change is supported:** by merging Disability, Medical/Rx claims, and EAP, comprehensive adherence and return-to-work programs can be managed.
4. **Progress is communicated.** Chris and his staff are held publicly accountable for many measures that demonstrate health improvement over time.

fees. Further, SCANA utilizes existing intra-company mail services for delivery, thereby removing barriers and addressing needs for services outside corporate offices.

Chris McSwain and his team understand: it’s about people and their families .

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Value-based health changes 50% cost increase to 5% cost decrease in 5 years for SCANA.



- Reduce cost of Rx through onsite and intra-company mail delivery (pass savings of discounts and no admin fees).
- Create center for education, EAP-Disability and Pharmacotherapy counseling for better recovery times.
- Integrate pharmacy, wellness, and life assistance AND integrate disease management and health management provider services
- Aggregate data over time, and track health improvement across silos, including Rx/medical claims, Disability, EAP, unscheduled absences.
- Support the community, by sharing the learnings SCANA in innovative health management.

Who is SCANA?

Fortune 500 company with \$4.7B in revenues 2005

\$8B energy-based holding company (11 wholly-owned subsidiaries)

Provider of energy solutions to the Carolinas for over 150 years

14,700 members in the health plan

- 11,800 active employees and dependents
- 2,900 retirees and dependents

Self-insured plan for employees and families

For more information , email us at cyndy@vbhealth.org or gjudd@vbhealth.org