



# *Client Case Studies*



Industry: Pharmaceuticals · Company size: 27,000 · Headquarters: Rahway, NJ

## Meeting the needs of a *diverse workforce*

Merck & Co. Inc. has made diversity & inclusion a cornerstone of their company culture and a key driver of competitive advantage.

Wellthy's solution has provided holistic caregiving support to Merck employees from all backgrounds, improved productivity, retention, and fostered an inclusive workplace.



*“The alignment of the mission and the goals of both of our organizations made Wellthy such an easy decision. I wish all of our benefits were this easy.”*

**Brian Kehan**  
Director of Benefits & Well-being

85

Member NPS  
(Net Promoter Score)

47%

Member engagement among target caregiving population (9% among total eligible lives)

94%

Are more engaged and less stressed at work

43%

Avoided taking leave of absence or resigning

Industry: Technology

Company size: 15,000

Headquarters: California



## Providing *inclusive* caregiving benefits

This technology employer recognized the critical intersection of caregiving with employee wellbeing, DEI, and talent.

### They partnered with Wellthy to:

- Help a diverse workforce balance the demands of work and family
- Support employees with aging parents or complex needs
- Offer an exceptional employee experience
- Give employees valuable time back, and improve quality of life

*“I have nothing but good things to say about Wellthy and your service. I don't know what I'd do without it! Lorraine has been more than amazing and she's a credit to your company. I feel heard, seen, listened to and understood. what more could I ask for?”*

— Employee

79

Member NPS  
(Net Promoter Score)

100%

Report feeling more present at work

67%

Reported feeling less stressed

233%

Client ROI, directly tied to reduced absenteeism and turnover\*.

**Industry:** Manufacturing    **Company size:** 36,000    **Headquarters:** Reston, Virginia

## Supporting a *manufacturing* workforce

This defense manufacturer was looking to support employees, their number one resource, when they need it most.

### They partnered with Wellthy to:

- Support a growing Sandwich Generation
- Provide high-touch support for employees and their families navigating complex needs
- Foster productivity and employee retention



*“I would particularly like to recognize and commend Tara Langan for her dedicated support to our family across multiple projects for our family members. Tara’s responsiveness, thoughtfulness and professionalism have been outstanding!”*

— Employee

88

Member NPS  
(Net Promoter Score)

87%

Less stressed, more engaged at work thanks to Wellthy’s support

33, 188

Hours saved (~75 hours per care project)

1 in 3

Avoided taking leave of absence or resigning



# *Member stories*

# Support for *childcare + aging*



*“My Care coordinator, Sierra, has been instrumental in this process of caring for my mother. I am now using your services to provide childcare for my children. I have recommended these services to friends and co workers.”*

Jordan initially got connected to Wellthy for support caring for her aging mom, who was starting to show early signs of cognitive decline and needed increased help around the house. As she started working with Wellthy she discovered that we could also help her with her struggle to find reliable childcare for her two young daughters.

## How Wellthy helped

Length of care project: 6 months | Member NPS score: 100

### Tasks

- Completed a home safety evaluation and facilitated home safety adjustments
- Ensured the family had a healthcare and financial POA in place
- Sourced an in-home aide to visit once a week
- Located, vetted, and recommended in-home childcare
- Weekly check-ins and recaps during the process of finding care for Jordan’s mother and children

### Highlights



Completed two Care Projects for Jordan and her family



Jordan successfully hired the childcare provider Wellthy recommended and was very pleased with them



Jordan reported that Wellthy’s support **greatly reduced her stress levels** and helped her **miss fewer meetings and work days**



# Planning for *new baby* and returning to work

Yvonne was expecting her second child and the pregnancy was going to have some complications. She turned to Wellthy for help coming up with a plan.

She wanted to find a doula, a therapist, and childcare placement for the newborn. She also was looking for resources on positive parenting and making the transition from one child to two.

This plan would help her prepare for the birth, heal well, build a foundation for life as a parent of two, and successfully return to work.

## How Wellthy helped

Length of care project: 3 months | Member NPS score: 100

### Tasks

- Reviewed employee benefits, evaluated her insurance to see if it covered a postpartum provider home visit
- Helped Yvonne determine needs, preferences, and budget for a doula, nanny, and therapist
- Found, vetted and recommended options for each
- Provided parenting guidance and resources

### Highlights



Held an initial call to learn more about Yvonne's situation, concerns, and develop a plan together



Searched and vetted five doula providers and nearly 20 therapy providers, recommending the top in-network options for Yvonne's preferences



Gave Yvonne the peace of mind that she would have the right support in place for when the baby arrived

MEMBER STORY

# Finding an alternative school for their *son with ASD*

Heather and John's teenage son, Tucker, has Autism spectrum disorder (ASD) and his school district stated they were no longer able to keep him enrolled due to changes in his behavior. The couple didn't know what to do or where to turn in the search for a new school. John has access to Wellthy through his employer, so he opened a Care Project for expert support with finding an alternative school that supports Tucker's individualized education plan (IEP).

## Here's how Wellthy helped:



Conducted research for schools in the area that would accommodate Tucker's behaviors and IEP



Recommended and found two IEP advocate candidates to help Tucker in his transition to a new school



Found a school that the family's original school district covered the cost of tuition for



MEMBER STORY

# Supporting *gender affirming care*

Mary's teenager Sam had been struggling with depression due to gender dysphoria, along with numerous challenges within their school environment. After three written letters of recommendations and completed prior-authorizations for gender affirmation surgery, the family learned that the procedure was denied.

## Here's how Wellthy helped:



Gathered documentation letters and scholarly supporting documents



Produced a comprehensive appeal package



Supported with a civil rights complaint via US Dept. of Health and Human Services



Found and recommended post-treatment support groups and counseling

### Highlight

**Sam's procedure was ultimately approved by the insurance company, and the employer changed their policy for future approvals. *"Just told a coworker and we are both crying. Cannot thank you enough."***



## Caring for their mother *from afar*

Anna's 78-year-old mother, a widow living independently, had been diagnosed with Alzheimer's. She was experiencing cognitive, physical, and mental decline. Anna lived in another state, but her brother lived nearby and acted as the primary caregiver. Their mother's increasing needs and denial of her condition were taking a toll on both siblings, putting a strain on family dynamics.

### Here's how Wellthy helped:



Assessed home safety, supported the preparation of a last will and testament, and liaised with their mom's Community Care Service Manager



Located a retirement home, provided support during the move, identified culturally relevant community organizations for social connection, and found an estate sale service



Anna's mom was extremely happy with her relocation and family tension between the siblings was noticeably eased as a result

Highlight

*"My Care Coordinator has been really awesome at helping me, and extremely proactive in ensuring anything I could be doing for my elderly mom is being done."*

