

HSM Solutions Unlocks \$20M+ in Healthcare Savings with Global Centers of Excellence

HSM Solutions, a U.S.-based manufacturing company operating across 16 states, is renowned for its commitment to employee well-being and innovative healthcare solutions. Confronted with rising healthcare costs and accessibility challenges, especially in rural areas, HSM aimed to provide high-quality, cost-effective care to its diverse workforce while boosting employee satisfaction and retention.

The Opportunity

HSM Solutions faced challenges in providing high-quality and affordable healthcare to its diverse and geographically dispersed workforce. Rising healthcare costs, particularly for specialized procedures, limited employee access to necessary care, especially with traditional costly insurance options. Many employees, including hourly workers, struggled with high out-of-pocket expenses, resulting in financial stress and, in some cases, avoidance of needed medical treatments. HSM sought a solution that would enhance employee well-being, reduce financial burdens, and improve retention and recruitment in a competitive labor market.

The Solution

The organization launched World Class Health's Global Concierge Health Services, a global centers of excellence program partnering with top-tier international healthcare providers. This program offered employees and their companions the opportunity to receive medical procedures abroad, with all travel and accommodation costs covered. Key elements included:



High-Quality Care: The program partners with Joint Commission-accredited facilities and elite surgeons, ensuring exceptional medical outcomes.



Comprehensive Support: Employees are guided through every step of their care journey by dedicated nurse case managers, on-site patient advocates, and local nurses, ensuring a seamless, stress-free experience with all travel, accommodations and ground transportation arranged by World Class Health.



Cost Benefits: The program eliminates employee out-of-pocket expenses for eligible procedures, including travel costs and co-pays, and even offers a financial incentive, up to \$10,000, based on cost savings generated through participation.

The program not only provided access to specialized care but also significantly reduced healthcare costs for both employees and the company. Employees valued the personalized support, quality care, and the opportunity to recover in a comfortable environment without daily stressors, such as managing household responsibilities during recovery.

The Opportunity

Soaring healthcare expenses were straining employer budgets and compromising employee well being.

The Solution

World Class Health's Global Concierge Health Services platform - offering employees access to the highest quality care through a Global Excellence Network, Care Navigation and Travel Concierge Services - all at zero patient cost.

The Outcomes

20% Uptake of covered procedures

\$20M+ Employer savings

\$2.7M Employee copay/ coinsurance savings

6-8% Decrease in healthcare spend

90+ NPS

HSM Solutions' global centers of excellence healthcare benefit program through World Class Health has transformed healthcare delivery for its employees, achieving impressive outcomes. The program's emphasis on quality, personalized care, and cost savings has made it a powerful retention and recruitment tool. Employees frequently cite healthcare benefits as a reason for staying with the company, and participation rates have steadily increased, with 20-30% of eligible surgeries now performed internationally. By prioritizing employee well-being and offering innovative healthcare solutions, HSM Solutions has established a model that other organizations can emulate, demonstrating how creative benefit design can address critical healthcare challenges while enhancing organizational culture and employee satisfaction.



"We recruit new employees with this program. We've had everybody from executives to line workers utilize it. The care has been excellent."

Tim Isenhower
Former VP of Human Resources



"Offering World Class Health as a benefit has boosted employee retention rates as one of the key reasons they stay with the company. Employees value the comprehensive and personalized care they receive and believe it shows our commitment to their wellbeing."

Kate Verbeck
Director of Total Rewards

See how World Class Health can help you offer the best of the world's care at the rest of the world's prices. [Contact us today!](#)



Learn more at worldclasshealth.com

About World Class Health

World Class Health is a leading provider of innovative healthcare solutions for self-funded employers and their employees. Through a global network of top-tier providers representing the top 1% worldwide, we provide accessible, high-quality care focused on improving outcomes, enhancing patient experience, and ensuring cost transparency.