

Ciba Health

Type 2 Diabetes Reversal Program

Case Study Overview

The name of the client is anonymous in this case study, but can be provided upon request along with the contact information for references. This case study is strictly confidential and should not be distributed.

CLIENT AT A GLANCE



Our client is a privately-owned high technology conglomerate focused in space & defense, pet food science, and biotechnology. The company was founded over 185 years ago and has a long-standing commitment to employee wellbeing.



CHALLENGES

Rising prescription and care costs associated with chronic conditions, including diabetes, were growing concerns for the client. Their HR department was concerned that a large number of employees may be at-risk or suffering from a chronic condition. Despite adequate health care coverage, 'symptom-focused' wellness programs offered to employees did not seem to impact behavioral changes vital to the prevention and effective management of type 2 diabetes.

SOLUTIONS

The Lockton Company referred this client to Ciba Health. They cited Ciba Health's personalized whole-health approach, as well as high-touch and high-tech delivery. Ciba Health was referred as a vendor with success in member engagement with sustainable lifestyle changes that deliver better, long-term health outcomes.



Ciba Health

Type 2 Diabetes Reversal Program

Results & Patient Outcomes

Key Metrics



\$12,900

Cost saving
per employee



95%

Engagement rate



81%

Program
completion rate



93%

Type 2 Diabetes
reversal



2 pt

Average A1C reduction



80%

Medication reduction

**Average numbers over 12-months*

RESULTS



1

Increased accountability

Continuous remote patient monitoring, close collaboration with the team of physicians, dietitians and health coaches resulted in **81% program completion rate**. Employees also reported increased accountability and commitment to maintain lifestyle modification long term with the **risk score reduced by 50%** (as confirmed by Wellworks).

2

High engagement

Ciba Health's care team was able to help patients navigate our virtual platform, fill out questionnaires, schedule their appointments, order labs, set up and connect their wearables. Despite the fact the vast majority of participants were experiencing virtual care for the first time, we were able to consistently keep the **engagement at 95% with a 9.5/10 NPS score**.

3

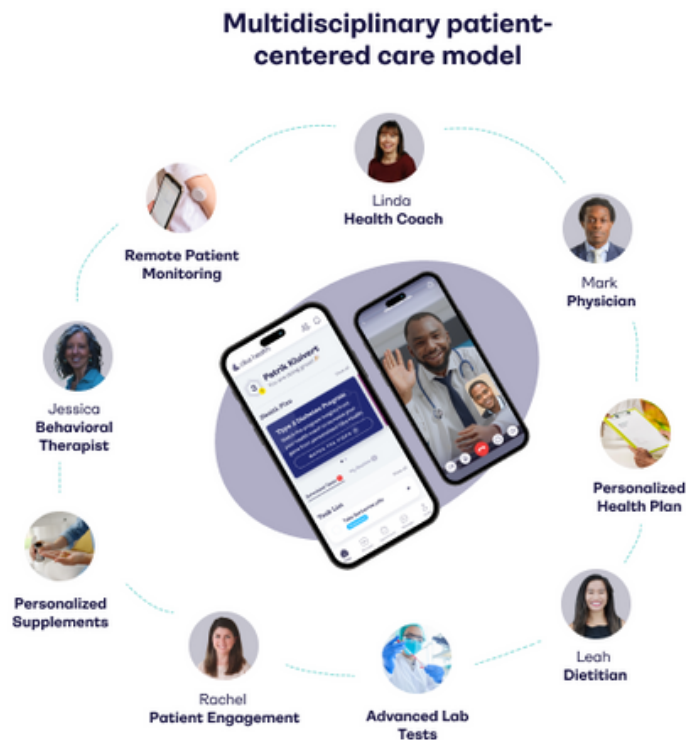
Medication reduction

Most of the patients entered Ciba Health program with prescriptions to manage type 2 diabetes. Upon completion of the program we were able to achieve **80% medication reduction on average**. Program patients were able to **reduce their A1C by 2 points on average**.

Why our client chose Ciba Health

1 Multidisciplinary Care team

Each patient works with a physician-led, multidisciplinary care team, leveraging cutting-edge technology to implement each patient's personalized treatment plan.



2 Diabetes Reversal

Ciba Health is utilizing a whole-health, root-cause approach to reverse type 2 diabetes—not just manage it—and reduce or eliminate prescription costs.

3 'Pay per engaged member per month' (PEMPM) model

Our pricing model is based on the engagement we achieve with our patients, rather than a fixed payment per member per month. We are open to outcome-based contracts assuming the risks of managing the patient.

4 Whole-Health Outcomes

By treating the root cause of chronic conditions, Ciba Health delivers clinically proven benefits to overall health. This approach results in medication reduction from related conditions and symptoms. Patients feel an increase in energy levels, productivity, and mental health improvements.

What our client is saying about Ciba Health



Dwight, after 12 months with Ciba Health ▾

- ✓ **Weight:** Lost 15 pounds
- ✓ **Cholesterol:** Improved cholesterol
- ✓ **A1c:** Reduced A1c from 5.9% to 5.3%
- ✓ **Medications:** Off 3 medications since the beginning of the program

"My biggest worry was that I can't eat the things that I want. But really, you can, you have to get creative and make some change. The most exciting thing over time is that my last two times that I've been to the doctor my A1c was down to 5.3%. This was just a huge confirmation - what you are doing is really working." **Dwight**

"I do want to give applause to Ciba because implementing their programs with a client, having them integrate with navigator and with the existing wellness vendor, sharing data, making sure their communication is in line with the way we communicated with the employees. They've done a really great job of bringing it together so everything is seamless."

**VP Account Executive,
Lockton Companies**

**Director
Total Rewards**

"The added value they are giving is that inspiration to get people through the programs... making those calls, rolling up your sleeves, really getting to know the patient, understand them so that you can inspire them to get to the finish line. That's when they really have their magic."

