
When You Quiet the Noise, *Health Insurance Works*

Synergy Healthcare enhances any health plan by eliminating employee frustration, improving health outcomes, and strengthening the bottom line.



Your Employees Aren't Engaging

Because they don't know how to use the health plan.

Despite new solutions and thoughtful benefit designs, most employers continue to see **significant cost increases...**

...which can **negatively impact** benefit budgets, increase employee cost-sharing, and **challenge** health plan strategy.

What's Going Wrong?

Only 50% of employees have the capacity to understand basic health information to make appropriate health decisions and only 23% engage in their health.

The best strategies may not be reaching their full potential when employees...

- Don't understand their options
- Accidentally choose high-cost providers
- Skip chronic care support
- Miss point solutions entirely
- Struggle with insurance or billing
- Make decisions alone, without guidance



Traditional Navigation Can Fall Short...

Traditional telephonic and app-based navigation services struggle with engagement, limiting their impact on bending the cost curve.

...Leading to Poor Outcomes

Complex and ineffective healthcare adds 10% to 30% in unnecessary cost and needless harm to employees and organization productivity.

Effective Care Navigation

Eliminate Noise, Enhance Utilization

Employees Experience:

A trusted dedicated nurse who knows them by name, explains options in plain language, and helps them make confident, informed healthcare decisions.

Employers See:

15-30% fewer avoidable claims, lower specialty care utilization, reduced HR workload, and higher employee satisfaction—all **without disrupting the existing plan.**

Brokers Gain:

Stronger client retention, a clear and differentiated story, and a strategic partner who supports employer decisions and improves the likelihood of successful outcomes.

Care Navigation on a First-Name Basis

Integrate a dedicated highly skilled nurse directly into the fabric of your organization

“One Nurse, One Employer”



Monica Sferro, RN, BSN, CCM

Nurse Advocate

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Call | Text | Email | Schedule a Call

Bi-lingual nurses available.

Employer can interview nurse to ensure culture fit.

Nurse can attend open enrollment and new hire orientation.

Our nurse helps employees:

- ✔ Manage chronic conditions
- ✔ Better follow their care plans
- ✔ Find high-quality, lower-cost care
- ✔ Use point solutions at the right time
- ✔ Avoid unnecessary out-of-pocket expenses
- ✔ Resolve insurance and billing issues quickly
- ✔ Navigate surgery, imaging, infusions, & specialty Rx
- ✔ **Recognize their employer's investment in them**

**Health insurance works when employees know how to use it.
Our “one nurse, one employer” model drives that engagement by
building personal, proactive relationships.**

When Employees Engage, Health Insurance Just Works

Retail Company | Nurse Elizabeth

Achieved a 13.5% reduction in total Medical/Rx spend, with meaningful improvements in chronic condition management (Diabetes -11%, Hypertension -16%) and a 36% drop in inpatient admissions year over year.

Technology Firm | Nurse Patsy

Delivered a 4.6% decrease in Medical/Rx costs while significantly reducing acute care utilization—ER visits fell 15% and total inpatient days dropped 45% year over year.

Manufacturing Company | Nurse Regina

Generated a 20.7% reduction in Medical/Rx spend, driven by lower hospital costs (-30%), fewer ER visits (-8%), and a 37% reduction in inpatient days year over year.

Don't Just Take Our Word For It

"I don't know what I would have done without you."

Employee

"Estoy muy contenta de por fin tener una enfermera que habla español y que entiende mis problemas de salud".

(I'm so happy to finally have a Spanish speaking nurse that understands my health issues.)

Employee

"We are overly thrilled with Teresa helping our employees, not to mention that we very much enjoy working with her! She fits our team!"

Director of HR

"Wow...that is great service and much appreciated... Big Thank You and job well done."

CEO

"Managing the healthcare bureaucracy is a nightmare; Monica provides compassionate guidance to the employees while at the same time helping to lower or contain ever-rising healthcare costs, which is critical to our organization."

CFO

"Please tell your employer that we would never have gotten this approved if your advocate Tina had not been involved. She was amazing."

Community Physician



Call Us

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Visit Us

synergyhealthcare.com

Schedule a call to see how **we enhance any health plan** through care navigation employees actually utilize!

