



# World Class Health


## Case Study: How Word-of-Mouth and World Class Health's Differentiated Patient Experience Helped a Manufacturer Save \$20M+

**“We recruit new employees with this program... we’ve had everybody from executives to line workers utilize [it]! We’ve sent hundreds and hundreds of patients... to Global Centers of Excellence to receive surgical care. The care has been excellent. [The] surgeons we chose [in Costa Rica were the ones who had] operated on their president!”**

--Manufacturer's VP of Human Resources

 **The Employer** A midsize U.S.-based components manufacturer

 **The Problem** Soaring healthcare expenses were straining budgets of the employer and of employees

 **The Solution** Offering employees high-quality concierge care at zero patient cost via World Class Health's Global Centers of Excellence platform

 **The Results** World Class Health's differentiated patient experience meant that word-of-mouth led to **high (20%+ of covered procedures) adoption** for this **entirely voluntary program**, with **\$20M+ of employer savings** and \$2.7M of employee copay/coinsurance savings

**VP of HR: “It Decreased Our Overall Healthcare Spend At Least ~6-8%”**

**20%+**  
uptake

**\$20M+**  
savings

**1,000+**  
procedures

**90+**  
NPS

“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.**”

--Manufacturer's Director of Total Rewards

For 15 years, World Class Health has helped employers offer their staff top-quality global care in a model that eliminates 100% of patient cost and nearly 50% of employer cost. That means:

-  Navigation to the global top 1% of hospitals (including the preferred treatment destinations of world leaders and athletes)
-  High-touch care coordination pre- and post-treatment via dedicated nurse case manager (often 30+ interactions)
-  Recovery as a core focus (a typical 5+ days of in-hotel recovery includes daily nurse visits and all required PT)

Our leadership team has 125+ years of experience in roles including CMO, CTO and CEO at companies such as:

 Cigna  Clover Health  
 amwell  AON  Zocdoc

Our Clinical Advisory Board includes physicians and faculty at:

 JOHNS HOPKINS  NYU  
 HARVARD

Email [sales@worldclasshealth.com](mailto:sales@worldclasshealth.com) to learn more



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