

Sparking Action

# **Engaging Members**on their Journey





# Engagemen



#### **Amber van Niekerk**

Vice President, Marketing & Engagement





#### Our engagement edge



Committed client partnership



Personalized marketing



Trusted care team outreach



Wellness incentives



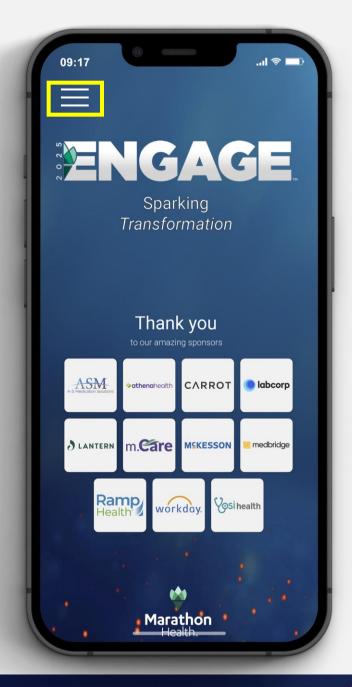
Frictionless access

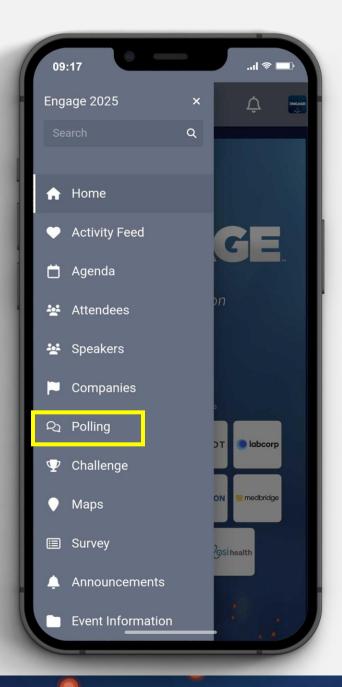


#### **Audience question #1**

Among Marathon Health's five engagement levers, how many are you currently using?







## Among Marathon Health's five engagement levers, how many are you currently using?





## Kelly Oliver Benefits Manager



years with Marathon

2k+ eligible population

41% of members engaged

90 **Net Promoter** Score

**75%** of members improved biometrics



#### **Client partnership**

Site name	Start date (w/ Marathon Health)	Engagement (as of December 2024)
DOT Bullhead	May 2023	Overall: 70% Employee: 89%
<b>DOT Cambridge City</b>	February 2024	Overall: 55% Employee: 90%
DOT University Park	July 2024	Overall: 45% Employee: 69%











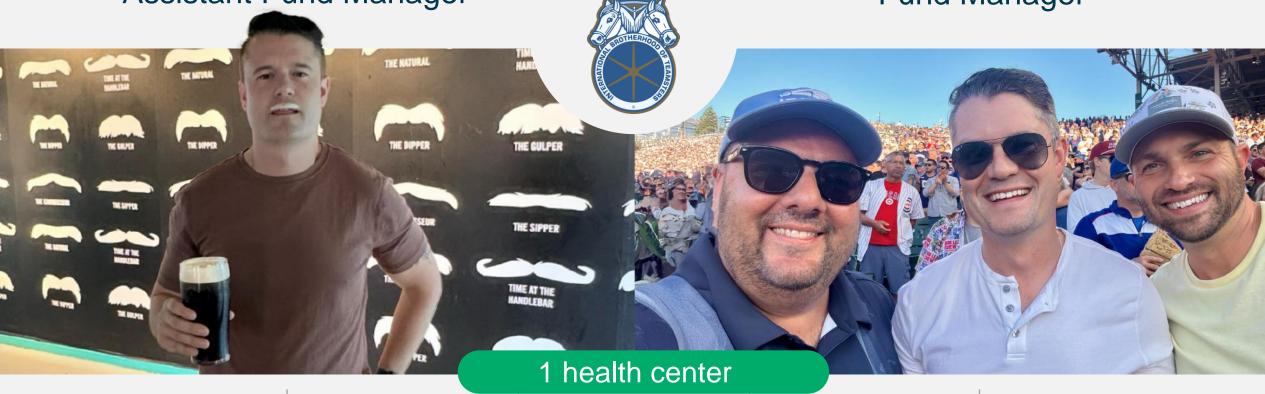


#### **Zach Frankenbach**

**Assistant Fund Manager** 



**Fund Manager** 



years with Marathon

2k+
eligible
population

40% of members engaged 90 Net Promoter Score **75%** of members improved biometrics



#### Personalized member marketing

68% growth in engagement in year 2









The Teamsters Local 727 Wellness Center care team will be coming onsite to Rollex to offer annual physical exams.

is available at no cost to all Teamsters Local Union 727 Health for primary care services. Can't make the onsite event? You can always get your physical at the wellness center.

- · Full-scope family medicine
- Men's and women's health

Remember, if you get your physical by December 31, 2023, you can receive the 90/10 plan.



#### Join us for a wild day at the zoo!

Come meet your healthcare team and get a free physical.

**Brookfield Zoo Event Center** Wednesday June 14, 2023



8 am - 2 pm

#### Where 800 Chase Ave.







### J. Wynn

Director of Benefits & Salaries



8

years with Marathon

11k+

eligible population

63%

of members engaged

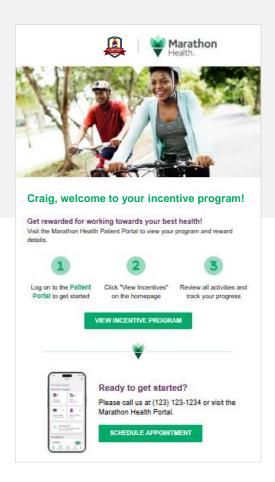
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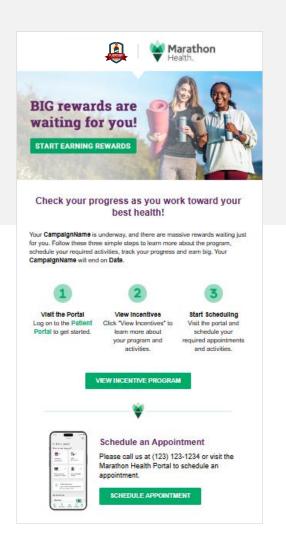
Net Promoter Score **79%** 

of members improved biometrics



#### **Incentives**







The SJCSD Districtwell Program will run from May 1, 2025 through November 30, 2025. Employees who are enrolled in the SJCSD Self-Funded Medical Plan have the option of participating in the program. Participate in well-being activities for a chance to receive a one-time payroll increase.

#### Incentive Reward: One-time Payroll Increase

Level	Points	Gift
Bronze	25+	\$50 to 150 winners
Silver	50+	\$75 to 65 Winners
Gold	75+	\$100 to 25 winners

#### Incentive Program Activities:

- 1. Preventative Health Activities
- Annual Physical exam (15 points)
- · Preventative screening/exam (15 points)
- · Flu Vaccine (10 points)
- 2. Community and Social Wellbeing Activities:
- · Volunteering in the community (10 points)
- · Community fitness event (10 points)
- Physical activity challenge (10 points)
- Blood donation (10 points)
- Blood donation (10 por
- 3. Personal Growth Activities:
- Mindfulness challenge (10 points)
- · Wellness webinars (5 points each, max of 4)
- Health coaching or mental health visits (15 points each, max of 2)
- · Professional development (5 points)



Schedule an appointment visit my.marathon.health

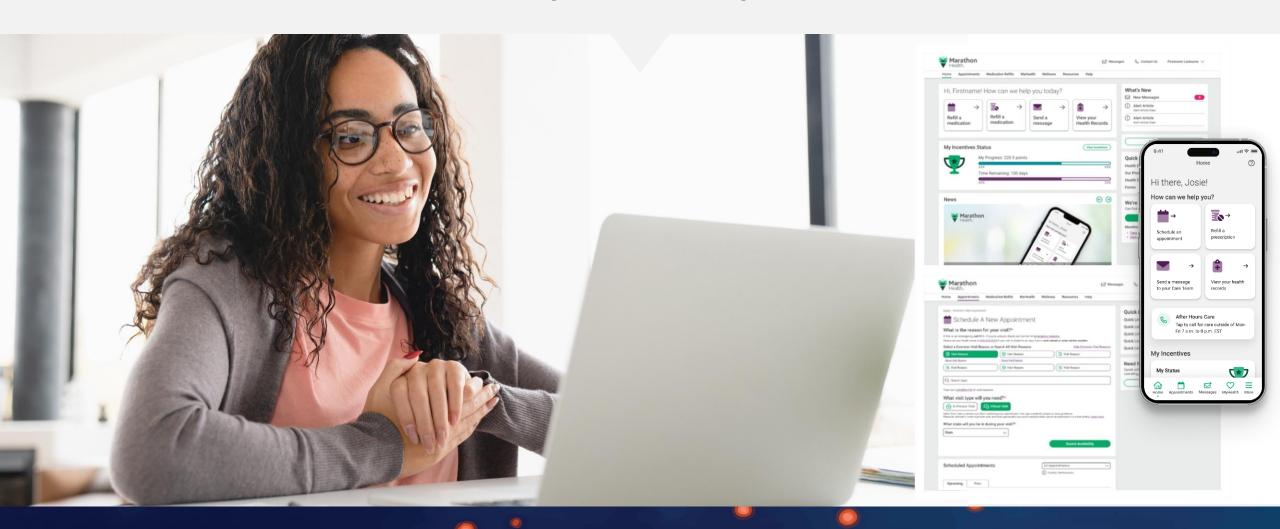


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#### Frictionless access

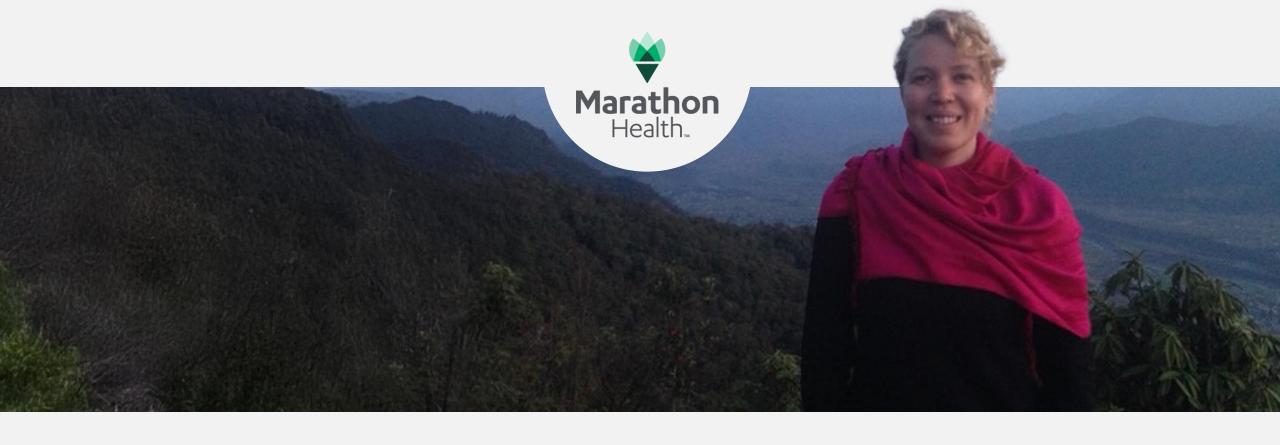
47% portal adoption





#### Dr. Meaghann Bernardy

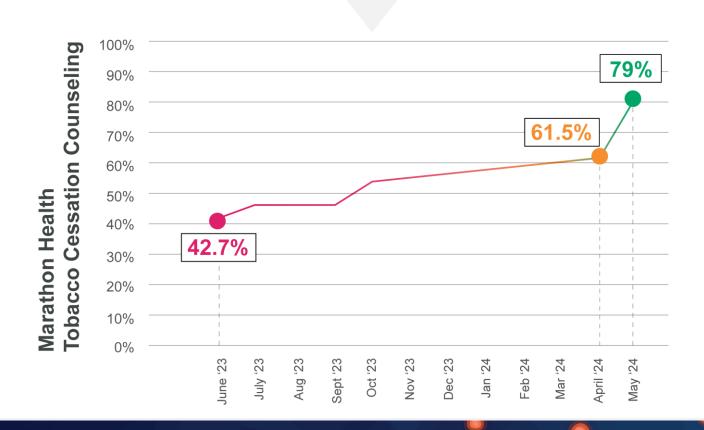
National Medical Director, East





#### Care team outreach

In just one month, screenings jumped from 61.5% to 79% A nearly 30% improvement





#### **Audience question #2**

Of the five Marathon Health engagement levers of, how many do you plan to be using by the end of 2025?

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#### **Audience question #3**

Of the client speakers you heard from today, which group did you gather the most ideas from to implement or "match" into your own engagement plan going forward?







#### Of the client speakers you heard from today, which group did you gather the most ideas from to implement or "match" into your own engagement plan going forward?

Xelly from DOT Foods

O%

Zach and Bobby from Teamsters 727

O%

J. from St. Johns School District

O%

## 

Sparking Transformation