

Better Health. Bigger Savings.

Learn how Symbol's health centers
cut costs and boost savings



The primary care shortage

America's shortage of primary
care providers is driving up costs
for employers.

Research consistently shows that inadequate access to primary care results in worse health outcomes and increased healthcare costs¹. Without a dedicated primary care provider (PCP), employees and their dependents face fragmented care, unnecessary medical services, and higher downstream expenses.

Nearly **one-third** of Americans don't have a PCP³. For those who do, getting an appointment is no easy task. A recent survey found that the average wait time for a family medicine visit is around **three weeks**⁴. This lack of access doesn't just cause frustration — it delays critical care, drives up healthcare costs, and leads to worse health outcomes.

Direct primary care is associated with a **~13%** reduction in overall demand for health care services and **~41%** reduction in emergency department usage.²

”

Skyrocketing costs, sicker employees
—something isn't adding up

”

Today's primary care shortage is causing ER & urgent care overuse

UP TO
2/3

of ER visits could be **avoided** with better primary care access.⁵

30%

of ER visits are made by individuals without a primary care provider.⁶

Emergency rooms and urgent care centers often fall short in delivering long-term value as they lack access to patients' full medical history, rarely provide follow-up care, and aren't equipped to manage chronic conditions. **The result?** Repeated high-cost episodes that drive up healthcare spend without improving outcomes.

Employers are feeling the impact of individuals' limited access to PCPs. Healthcare spending is on the rise, with increases from **7-12%**⁷, in part due to employees turning to emergency rooms and urgent care centers for primary care needs⁸. This misuse of the system leads to fragmented care, over-treatment, and inefficiencies that drive up costs.

Fortunately, there is a way to reverse this trend. Direct primary care provides the medical support needed to prevent disease progression, improve medication adherence, and effectively treat acute illnesses. Studies show that individuals with a primary care physician save **33% in healthcare costs annually**, regardless of their health conditions⁹.

Symbol Health is the premier solution for transforming access to care. Our scalable model removes traditional barriers to primary care and aligns incentives through a shared-risk approach that drives cost savings and better outcomes. Keep reading to see how we make high-quality, direct primary care more accessible for you, your employees and members of the health plan.

Symbol Health in action:

A case study in employer cost savings



The challenge

A mid-sized employer was struggling with **rising healthcare costs, high ER utilization, poor chronic disease management** among employees. They needed a solution to control their medical spend.

The Symbol Health solution

Based on the employer's need and claims data, Symbol Health devised a strategy to:

- ✓ Add an employer-sponsored health center with full primary care, mental health, and occupational health services
- ✓ Transition employees from ER and urgent care dependence to consistent primary care visits
- ✓ Implement chronic disease management programs with proactive follow-ups
- ✓ Add a prescription management program that offered point of care medications

The results



ENGAGEMENT

96% employee engagement

73% spousal engagement



UTILIZATION TYPE

48% of appointments for preventative care

35% of appointments for acute care



COST SAVINGS

49% in diversion savings*, reducing costs from \$288,575 to \$146,869

21% decrease in brand medications spend**

*Primary care

**Comparing client's 2023 vs. 2024 spend

DIABETIC PATIENTS

79% of diabetic patients engaged with Symbol Health

49% savings for engaged diabetic patients compared to non-engaged patients

\$40,475 saved per month

\$485,700 saved per year

HYPERTENSIVE PATIENTS

74% of hypertensive patients engaged with Symbol Health

47% savings for engaged hypertensive patients compared to non-engaged patients

\$51,254 saved per month

\$615,048 saved per year

BMI AT-RISK PATIENTS

59% of BMI at-risk patients engaged with Symbol Health

5% savings for engaged BMI at-risk patients compared to non-engaged patients

\$3,109 saved per month

\$37,308 saved per year



Patient Satisfaction
Survey Report

Net Promoter Score

Net Promoter Score (NPS) is a key measure of customer satisfaction and loyalty. NPS can vary significantly across industries, with healthcare averaging between 25-46, as reported by SurveySensum and Userpilot. These differences can depend on factors like region, services offered, data collection methods, survey populations, and timeframes. Below are a few NPS scores from well-known companies for comparison:

COMPANY	NPS SCORE
 Costco	52
 Amazon	49
 Google	42
 Target	36
 Walmart	9
 Best Buy	-3
 eBay	-6



Net Promoter Score
Gulf Shores Health Center



"I am so thankful to have the symbol clinic in Gulf Shores for medical needs and for the coaching to better my health."

- Dewey N.



"Don't change anything at all, the service is always the best and I have never had a bad experience with the staff. As always, the doctor is a pleasure to speak with and very helpful in providing suggestions that fit my needs."

- Jeffrey S.



"I can't speak highly enough of Symbol Clinic. The entire experience, from the moment I walked in was fantastic."

- Anonymous



The Symbol Health Way

A true partner for employer-sponsored health centers

Symbol Health isn't just a health center —it's an integrated healthcare partner.

Our approachable solution removes traditional barriers to primary care access while aligning incentives with employers through a shared risk model that prioritizes cost savings and better outcomes.

How we drive real ROI and employee satisfaction:

1. Cost Containment:

Lowering total healthcare spend

Reduces unnecessary ER & urgent care visits by

20%

Lowers overall employer healthcare costs by

21%
annually

2. Shared Risk Model:

A true partnership for success

No per-employee-per-month (PEPM) fees—employers only pay for services rendered

Symbol assumes staffing risk, ensuring a seamless, cost-efficient operation.

Symbol aligns incentives using performance guarantees and risk-sharing agreements

3. Chronic Disease Management:

Improving health, cutting costs

70%

of members with chronic conditions actively engaged in care management programs

35%

improvement in chronic condition management metrics

4. High Employee Engagement:

Proven results

75%

average clinic utilization rate—significantly higher than industry benchmarks.

99%

of patients give Symbol Health 5-star ratings.

93%

Net Promoter Score—demonstrating industry-leading patient satisfaction.



The Power of Localized, Regional Care

Employees trust local providers. Symbol's decade-plus experience in the Southeast delivers that trust and fosters the deep relationship patients need to get healthier. Unlike national competitors, we have a deep-rooted presence in the Southeast, bringing localized expertise and care tailored to regional challenges.

21% reduction in annual
employer healthcare
costs

75% average member
engagement at health
centers

93 Net Promoter Score

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

– City of Alabama

”

Ready to reduce healthcare costs & improve workforce health?

844-7-SYMBOL (79.6265) | symbolhealth.com

References

1. Rocovich, C., & Patel, T. (2012). Emergency department visits: Why adults choose the emergency room over a primary care physician visit during regular office hours? *World Journal of Emergency Medicine*, 3(2), 91–97 <https://doi.org/10.5847/wjem.j.issn.1920-8642.2012.02.002>
2. Milliman, Busch, F., Grzeskowiak, D., & Huth, E. (2020). Direct primary care: Evaluating a new model of delivery and financing. Society of Actuaries Research Expanding Boundaries (REX) Pool. <https://www.soa.org/globalassets/assets/files/resources/research-report/2020/direct-primary-care-eval-model.pdf>
3. National Association of Community Health Centers. (2023). Closing the primary care gap: Full report. https://www.nachc.org/wp-content/uploads/2023/06/Closing-the-Primary-Care-Gap_Full-Report_2023_digital-final.pdf
4. AMN Healthcare. (n.d.). Survey of physician appointment wait times and Medicare and Medicaid acceptance rates. Retrieved from <https://www.amnhealthcare.com/siteassets/amn-insights/physician/survey-of-physician-appointment-wait-times-and-medicare-and-medicaid-acceptance-rates.pdf>
5. UnitedHealth Group. (2019, July 22). The high cost of emergency department visits and how we can lower them. Retrieved from <https://www.unitedhealthgroup.com/newsroom/posts/2019-07-22-high-cost-emergency-department-visits.html>
6. American Journal of Managed Care. (n.d.). Emergency department use: A reflection of poor primary care access. Retrieved from <https://www.ajmc.com/view/emergency-department-use-a-reflection-of-poor-primary-care-access>
7. <<Chronic care episode costs>> Resource TBD
8. Aon plc. (2024, August 15). U.S. employer health care costs projected to increase 9 percent next year. PR Newswire. <https://www.prnewswire.com/news-releases/aon-us-employer-health-care-costs-projected-to-increase-9-percent-next-year-302223205.html>
9. Gao, J., Moran, E., Woolhandler, S., Toporek, A., Wilper, A. P., & Himmelstein, D. U. (2021). Primary care's effects on costs in the US Veterans Health Administration, 2016–2019: An observational cohort study. *Journal of General Internal Medicine*, 37(13), 3289–3294. <https://doi.org/10.1007/s11606-021-07140-6>