ALITHIAS

Three-Year Performance Summary

37 Employer Groups | 2023 – 2025

Prepared August 2026

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Power over healthcare's price.

Purpose

This report summarizes the measured results of Alithias care navigation services for a single block of The Insurance Center clients over the three-year period 2023–2025. Figures are drawn from Client Employee surveys and advocacy tracking notes and reflect net savings after incentives. Member experience data from January–July 2026 surveys is included to illustrate current service quality.

Executive Summary

Across the primary cohort of a single broker's 37 clients, Alithias delivered $3.03 million in net savings over three years. Savings grew each year. Average return on investment was 5:1. Employee engagement in 2025 averaged 26%. Net Promoter Score was 78 and customer satisfaction was 83%. Average turnaround time for navigations was two days.

Several of this group's school districts recorded especially strong recent member experience scores, including School District of Holmen (NPS 95.7), Whitehall School District (NPS 100), and Melrose-Mindoro School District (NPS 100).

Year-over-year net savings for the primary cohort:

Year	Net Savings
2023	$330,179
2024	$981,296
2025	$1,723,468
Three-Year Total	$3,034,943

Key Performance Metrics — Primary Cohort

The primary cohort includes 37 employer groups with a combined three-year enrollment of approximately 15,400 employee lives. PEPM for the service was $3.50.

Metric	Result
Total net savings (2023–2025)	$3,034,943
Average savings per care navigation	$1,486

Average ROI	5: 1
2025 engagement rate	25.8%
Total care navigations	1,776
Average turnaround time	2 days
Net Promoter Score (NPS)	78
Customer Satisfaction (CSAT)	83%
Total incentives paid (3 years)	$426,950
Incentives as % of net savings	14.1%

Incentives paid remained within the target range of 10–20% of net savings, averaging 14.1%. This indicates that the savings figures are not driven by aggressive incentive spending.

Engagement and Member Experience

Engagement in 2025 averaged 25.8% of eligible employees. This level of utilization is consistent with active, rather than passive, use of the advocacy service.

Overall member experience scores for the primary cohort were strong and stable:

• Net Promoter Score: 78 (promoters substantially outnumbered detractors)

• Customer Satisfaction: 83%

Recent survey data (January–July 2026) shows several Insurance Center school districts performing at a particularly high level:

Employer Group	NPS	Surveys
School District of Holmen	95.7	23
Whitehall School District	100	7
Melrose-Mindoro School District	100	10

These scores reflect a high concentration of promoters and very few (or no) detractors among respondents.

Illustrative member comments from the same survey period include:

• “My advocate did a great job at helping me find facilities for my tests.”

• “Super simple. My advocate was very knowledgeable and answered all my questions.”

• “My advocate has helped me multiple times and always has gone above and beyond to help me understand the process and get answers to my questions.”

• “My advocate made everything so easy! She was amazing every step of the way.”

• “My advocate was very prompt and thoughtful. He made the processes easy and followed up with me.”

• “My advocate was very efficient and helpful.”

Monthly survey volumes support confidence in both the overall cohort scores and the group-level results above.

Return on Investment

At a PEPM of $3.50, three-year program spend for the primary cohort totaled approximately $646,000. Against $3.03 million in validated net savings, the average ROI was 5:1. In practical terms, every dollar spent on the service returned five dollars in net savings.

Individual group ROIs varied, as expected with differences in plan design, claims severity, and engagement. Several groups exceeded 10:1; a smaller number were closer to break-even in early years before savings accumulated. The cohort average of 5:1 reflects the overall experience.

Trend Observation

Net savings increased each year of the measurement period:

• 2023 → 2024: savings roughly tripled

• 2024 → 2025: savings increased another 76%

This pattern is consistent with improving engagement, better identification of high-value opportunities, and growing familiarity with the service among both members and plan administrators.

Additional Large Client Result

Separately, we separately reviewed a single large (10,000+ employee) group where Alithias generated $2.89 million in net savings over the same three-year window, with an average ROI of 2.4:1 and a customer satisfaction score of 90. Including this account, combined Alithias-related net savings exceeded $5.9 million.

We reported this large group's results separately because of the difference in scale (approximately 21,000 total lives) and did not include these results in the primary cohort averages above.

Summary

For the 37 employers, Alithias care navigation produced $3.03 million in net savings over three years at a 5:1 average ROI. Engagement, NPS, and CSAT scores indicate that members both used the service and rated it highly. Several school districts—including Holmen, Whitehall, and Melrose-Mindoro—have recorded NPS scores above 95 in recent surveys, with open comments citing clear communication, responsiveness, and practical help resolving care and billing issues. Savings grew substantially from 2023 through 2025 while incentive costs remained controlled.

Detailed group-level data supporting these totals are available upon request.

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Source: Alithias internal analysis of The Insurance Center employer groups, 2023–2025. Net savings are after incentives. Engagement = unique users / eligible employees. ROI = net savings ÷ program spend at $3.50 PEPM. Group-level NPS and member comments: Alithias NPS and Client Satisfaction Surveys, January–July 2026.