

Relay's Value in Action

Increased engagement can improve member sentiment, lower cost of care, and increase employer group retention for healthcare payers. Here are samples of specific business outcomes that our clients—similar to you—have achieved after they deployed the Relay Feed™

90%

increase in overall digital footprint by clients using Relay

89%

of your members' mobile numbers validated by Relay

35%

increase in action rate related to flu care and prevention

20%

increase in switch rates from brand name to generic Rx

130%

increase in web portal registrations

42%

lift in medication compliance vs. members who are not engaged

14%

reduction in non-emergent ER visits

69%

increase in click through rate on onboarding's digital welcome kit

45%

increase in calls to health coaches who educated members

11%

increase in preventative screenings

21%

increase in telehealth adoption

Forrester Research conducted a Total Economic Impact™ study of Relay. Through these interviews with our current clients, Forrester found our clients had achieved:

600% ROI OVER 3 YEARS

33% CLV INCREASE