

CASE STUDY

Integrated, Predictable Pricing with a Single Unified Platform

Discover how one partner revolutionized their employer strategy with Care Connect, leveraging predictable pricing and a seamless, all-in-one platform—ensuring no surprises along the way.

CUSTOMER AT-A-GLANCE

- Serving Pennsylvania & Maryland
- Physician-led and mission-driven
- Focused on improved outcomes

9 regional hospitals
250+ total locations
23K+ employees

THE CHALLENGE

Employers struggled with rising healthcare costs, leading to delayed treatments and lower satisfaction. Many turned to direct contracts with health systems to control costs.

The customer attempted their own direct-to-employer platform but faced challenges managing bundles, contracts, and creating a seamless system. They needed a partner to manage the operational workflow without added complexity.

For organizations like this, the challenge was clear:

- Strong direct contracts, but no platform to manage everything seamlessly.
- No infrastructure to support direct-to-employer programs.
- Difficulty identifying contracted patients and automating billing.
- No system to distribute bundled payments to ancillary providers.
- Depended on costly third-party administrators (TPAs) due to limited internal resources.

ABOUT

This regional healthcare leader is committed to providing exceptional, affordable care across central Pennsylvania and northern Maryland, ensuring accessible care and improved outcomes for all through collaboration and innovation.

HOW WE HELPED

Tendo Care Connect provided a comprehensive solution to overcome operational challenges in managing a direct-to-employer platform, enabling seamless management and scaling of their program.

THE OUTCOME

The healthcare system successfully scaled its program, increased utilization, and met the needs of self-funded employers seeking high-quality, cost-effective care.

KEY SOLUTIONS PROVIDED BY CARE CONNECT



ONE, SEAMLESS PLATFORM

Management of direct contracts in a unified platform, integrating with existing systems to automating billing and reduce complexity.



PREDICTABLE PRICING

Bundled care that enabled better budget planning for employers and reduced surprises, helping them control rising healthcare costs.



PAYMENT DISTRIBUTION

Automated distribution of bundled payments to ancillary providers for a streamlined processes and reduced need for third-party administrators.



TENDO QUALITY SCORES

Provided procedure-level insights, helping employers balance cost and quality, enabling informed, value-based care decisions for better outcomes.

