

Strategic Implications of COVID-19

DATA AND INSIGHTS FROM
2021 Large Employers' HEALTH CARE STRATEGY AND PLAN DESIGN SURVEY

This year, the 2021 Large Employers' Health Care Strategy and Plan Design Survey included questions to provide insight into large employers' views on the impact of COVID-19.

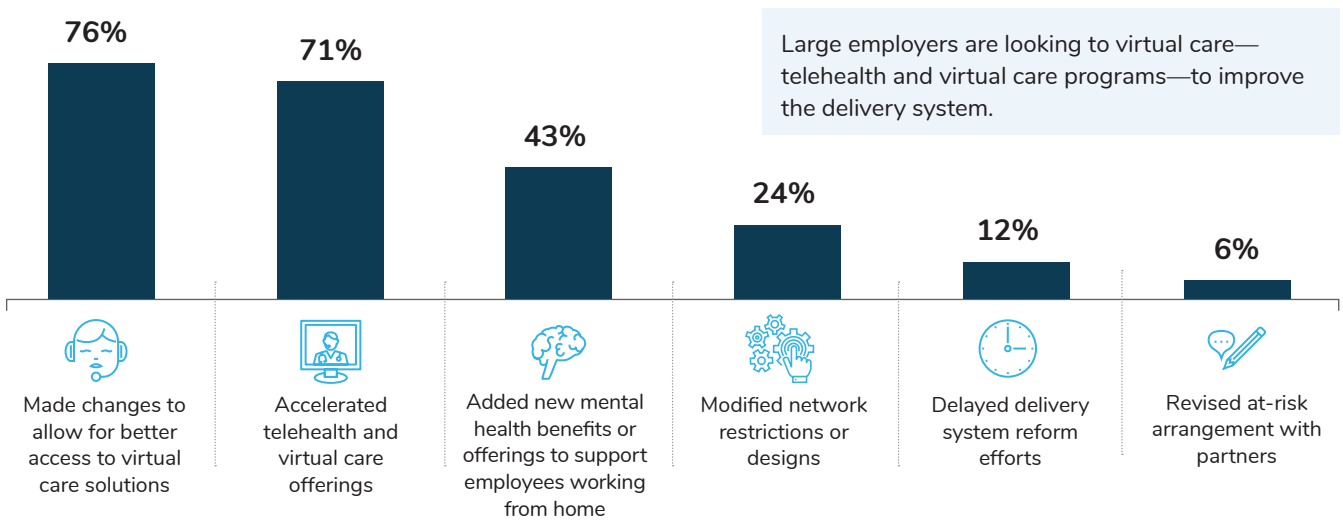
For many large employers, the pandemic has accelerated a growing trend: More employers are beginning to view their health care strategy as a consideration or an integral part of their overall workforce strategy.

The Role of Large Employers' Health Care Strategies in the Overall Workforce Strategy



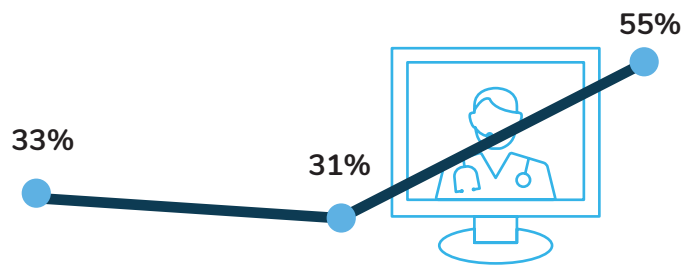
When the pandemic struck in the U.S. and worldwide, large employers took immediate steps to improve access to virtual care and support employee mental health:

Health Care Changes as Result of COVID-19



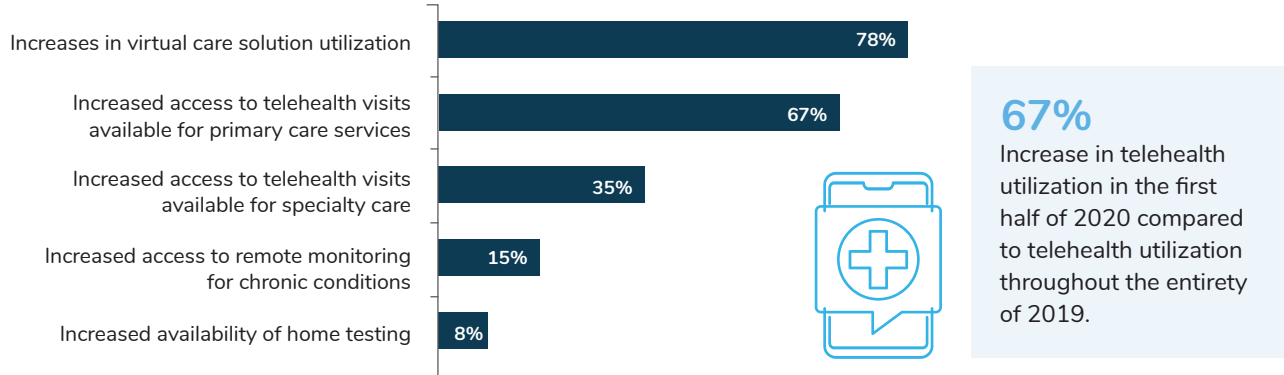
Large Employers' Virtual Care Skyrockets Due to COVID-19

Deploying **virtual and digital** care point solutions, navigation and concierge services to improve the delivery system



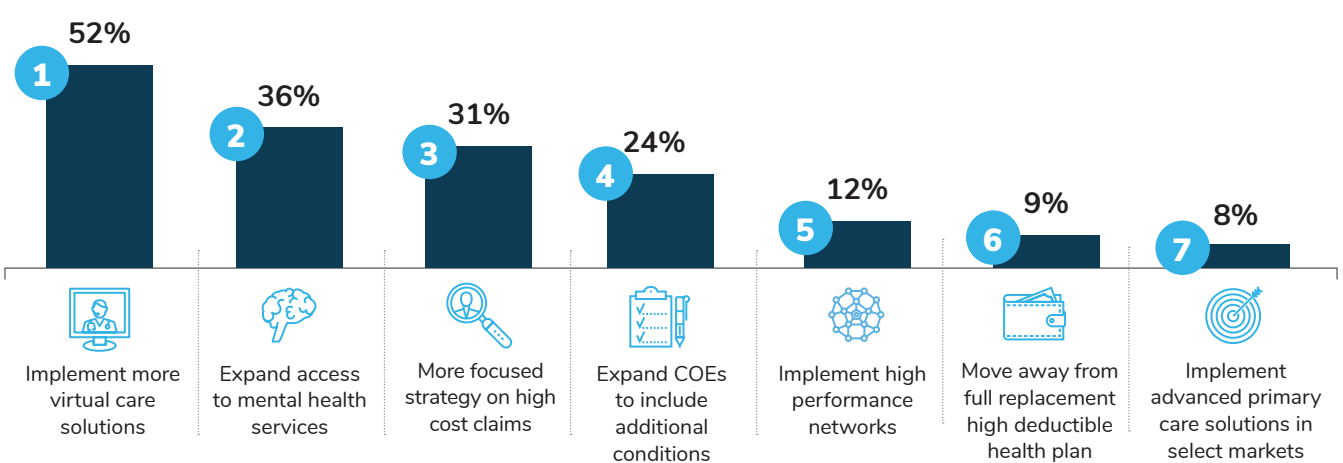
All of employers' virtual care efforts through the pandemic have had a positive effect on utilization: more virtual care solution utilization, better access to telehealth visits for primary care and uptick in remote chronic condition management.

Changes to Virtual Care Due to COVID-19 Observed by Large Employers



Looking to 2021, employers will continue expansion of virtual health and mental health services. Ensuring quality care through COEs and HPNs are also a top area of focus.

Top Seven Focus Areas Being Pursued by Large Employers in 2021



RELATED RESOURCES

- 2021 Large Employers' Health Care Strategy and Plan Design Survey. August 2020.
- Business Group on Health COVID-19 Topic Page