



## **Schneider National Keeps Drivers In Touch With High Quality Care**

**Challenge:** Truck drivers, largely at-risk for certain health problems, are constantly mobile with limited contact between them and their parent company. This presents a unique challenge for Schneider, as the company seeks to encourage drivers to take a proactive approach to disease management and increase driver participation in an American Healthways health consultation hotline. Presenting drivers with more accessible healthcare while on the road will reduce unnecessary health expenditures and co-payments.

**Target:** Drivers with a medium to severe risk of developing asthma, diabetes or cardiac- based conditions.

**Solution:** Through stratified data queries, Schneider National realized that a significant proportion of their annual health care costs came from pharmacy and medical claims filed for asthma, diabetes, and cardiac conditions. The time was right to encourage employee participation in preventive disease management programs.

Schneider implemented a proactive approach to healthcare designed to keep drivers out of emergency rooms. The program makes getting regular clinical checkups and taking preventive healthcare measures easier and more accessible while drivers are on the road. American Healthways gives drivers twenty-four hour phone access to individual health consultants located in Pheonix, Arizona. The consultants have access to drivers' health records and can direct them to the closest, most appropriate care facilities for their needs.

To promote the program, Schneider increased communication to its healthcare vendors throughout the country by holding regular conference calls and including vendors on distribution lists. Company clinics, physical and occupational therapists, and providers began presenting drivers with options for seeking individualized care while on the road and prompting drivers to take advantage of the services offered by American Healthways.

**Outcome:** As the program approaches its fifth year, the participation rate of drivers with a medium to severe risk of asthma, diabetes, and heart conditions has increased from 15 to 50 percent. Proactive care, including purchasing preventive medications, is becoming popular among at-risk drivers, helping to decrease absenteeism and increase productivity. To date, Schneider has seen a substantial increase in productivity over its initial investments and, although the company continues to confront the challenges of increasing driver participation in its program, healthcare costs continue to become more manageable.