

Client Spotlight: Cerner

How Progyny helped more than 100 Cerner employees achieve successful pregnancies



Progyny believes everyone should be able to pursue their dream of having a family. Our equitable fertility and family building benefit supports all paths to parenthood, and our data-driven model lays the groundwork for superior clinical outcomes, cost savings, and exceptional member experiences.

Cerner is a global health care information technology company with more than 29,000 associates, headquartered in Kansas City, MO

The Challenge

Until 2017, Cerner had no fertility benefit in place, and associates were paying out-of-pocket for costly fertility treatments. This included the high costs associated with multiple-birth pregnancies and medical care for babies admitted to the neonatal intensive care unit after delivery.

Cerner was eager to add fertility and family building coverage to its benefits package, but the company struggled to find a partner that aligned with Health at Cerner, Cerner's internal brand for benefits and wellness with a focus on consumer-engaged benefits, innovative programs, and high-value services.

The Solution

When Cerner decided to partner with Progyny, company leaders were immediately drawn to Progyny's Smart Cycle bundled benefit design that allowed them to:

- Provide a benefit that supports all paths to parenthood
- Connect members to a premier provider network across the United States
- Ensure the best treatment the first time without any barriers to care

A year after implementing Progyny, Cerner expanded its benefit to include Progyny Rx, an integrated fertility pharmacy solution to further support employees and achieve cost savings.

Cerner was also drawn to Progyny's personalized service, which guaranteed the company's employees would have access to support throughout the physically and emotionally challenging journey of infertility. Progyny's Patient Care Advocates (PCAs) are nurses and fertility experts trained to provide a high-touch, highly personalized concierge service for all fertility and family building needs. Each member is assigned a dedicated PCA that provides inbound and outbound support on everything from understanding treatment options to scheduling appointments.

The Result

Since Cerner rolled out its benefit in 2017, more than 100 employees have been able to conceive. Plus, member satisfaction is at an all-time high. In 2019, Cerner members had more than 6,000 interactions (calls and emails) with Progyny PCAs, and they ranked the quality of their PCA at 97%. Cerner members ranked their overall experience with Progyny 4.7 out of 5.

Educated members are able to make better treatment decisions for a healthy, successful pregnancy. Cerner members achieve superior outcomes far above the national average, increasing the rate of pregnancy, with higher live birth rates, and a lower incidence and cost of multiples.

Arielle Bogorad, Cerner's Senior Director of Worldwide Benefit, believes this is no longer something companies should overlook.

"What we found is that if you pivot to an emphasis on experience and quality, you will see improved outcomes and reduced costs over time. As benefit professionals, we spend a lot of time thinking about access for our members and now is the time to think about access to fertility benefits."

Arielle Bogorad | Cerner's Senior Director of Worldwide Benefits