



CASE STUDY

Transforming Onsite Care with Integrated Primary Care, Occupational Health & Workers' Comp Management



The Request

The company sought to transition to a model that could incorporate primary care, manage chronic conditions and better control costs related to workers' compensation.

Company Profile

Industry: Manufacturing/Industrial

Employee Benefits Employees: 2,040 (2022); 1,338 (2023)

Locations: Wisconsin, multiple health centers

Request

A large manufacturing customer originally operated a single-purpose occupational health clinic managed by a regional onsite clinic provider. The customer faced ongoing service issues and lacked integration with broader care management strategies. The company sought to transition to a model that could incorporate primary care, manage chronic conditions and better control costs related to workers' compensation. They engaged Brown & Brown's ACS team to help source a new vendor and lead a strategy to improve clinical performance and financial ROI.



Solution

Brown & Brown's ACS team led a formal RFP process to evaluate and select a new clinic partner capable of delivering advanced primary care alongside occupational health and workers' compensation services. A large national onsite clinic provider offering primary care and occupational health, better positioned to meet the customer's needs, was chosen and implemented across three Wisconsin locations. The ACS team provided hands-on support with implementation, utilization planning, chronic condition engagement strategies and vendor contract negotiation. Efforts included designing cross-referral protocols between occupational health and primary care, driving chronic care outreach, negotiating contract terms to avoid unnecessary costs and adding performance guarantees.

The customer retained the ACS team for ongoing clinic management services to drive deep operational support along with vendor accountability through strategy goal-setting. This was accomplished through measurable and actionable annual strategies tailored to the customer's unique population needs. Chronic condition management was critically important to the customer, with medical spend outpacing their budget. Therefore, ACS partnered with the clinic vendor to design quarterly strategies to engage membership in their diabetes and hypertension management in the health center. Interestingly, the customer saw those without previous engagement in their healthcare start to engage, seeking 100% of their care at the onsite health center, demonstrating the value of low-cost access to onsite care.

As a neutral third party, the ACS team provided objective reporting and analytics that gave executive leadership clear visibility into clinic performance. This enabled data-driven decisions free from vendor bias and helped build internal trust in the on-site care strategy. ACS identified additional savings that the vendor party missed related to occupational health and advanced primary care encounters.

Results

- \$1,418,715 in total annual health clinic savings in the second full year of new clinic vendor operation
- \$421,275 in total clinic ROI realized within 24 months
- \$287,414 in 12-month chronic condition management cost avoidance
- \$452,945 in annual occupational medicine services absorbed in-clinic
- \$396,000 in workers' compensation claims avoided through clinic triage
- 64% of appointments occurred on the same or next day, accommodating the specific needs of shift workers doing production line work
- 66 fewer workers' compensation claims opened, accelerating return-to-work timelines
- Negotiated contract renewal lowered vendor's proposed fee increase by 50% and removed \$60K in future program costs



How Brown & Brown Can Help

Connect with our Brown & Brown team to learn about our knowledge in your industry, how we build our risk mitigation strategies and how we can aid your business in building a cost-saving program.



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