

WE

NON
PROFITS

ZERO is honored to support organizations devoted to achieving their missions and serving their communities. Whether by striving to end the cycle of poverty, offering early education services for children in low-income families, providing vital behavioral health care to a community, volunteering in local communities and around the world to support those in need, or providing entertainment and economic development through the operations of a state fair - ZERO stands by these nonprofit organizations to protect their valuable human and economic resources.

From the first two non-profit organizations that partnered with ZERO seven years ago, to the 11 we support today, we have seen our membership grow from 1,200 members to the 6,800 we support today.

64%

Non-Profits Have Been
With ZERO Over 3 Years

Member Growth

6,835	2024	+1K
5,760	2023	+2.3K
3,493	2022	+348
3,146	2021	+736
2,410	2020	+590
1,820	2019	+226
1,594	2018	+393
1,201	2017	+1.2K

Member Engagement
Drives Employer Savings

Employers partner with ZERO to reduce the amount of money they are spending on healthcare costs and to provide a benefit to their employees for healthcare services at \$0 out-of-pocket costs. But if people don't use ZERO, no "benefit" to either the employer or the employee is received — engagement is key. While engaging consumers in healthcare programs can be challenging, the members we serve from non-profits are some of the most highly engaged across our program.

Member engagement is driven by the partnership between the HR & Benefit teams and ZERO's Client Success team. Together they analyze utilization patterns and continually disseminate engaging and targeted information about the benefits of using ZERO's network of providers.

42%

Active Non-Profit
Members Engage ZERO

Non-Profit organizations must carefully manage costs to ensure that resources are used effectively and efficiently. ZERO is an effective cost-saving measure for them. From 2017 through the first quarter of 2024, ZERO has helped our non-profit employers save \$7.5m. **Our partnerships save their employees over \$3m** by eliminating financial obstacles to receiving healthcare services.

Cumulative Employer Savings

\$6,834,436	2023	+1.9M
\$4,896,022	2022	+1.3M
\$3,577,045	2021	+1.01M
\$2,565,797	2020	+861K
\$1,705,038	2019	+983K
\$722,289	2018	+425K
\$297,780	2017	+298K

Member Satisfaction

We are proud to support the passionate individuals dedicated to the mission of their organizations. Reading the comments members leave after visiting a ZERO provider reinstills the focus on our mission to simplify healthcare!

94
NPS
ZERO MEMBER NET
PROMOTER SCORE

"I was very impressed with how quickly I received a call from ZERO, how they followed up, and set me up with next steps. I'm very thankful and impressed." – Faith-based Organization Employee in OK

"This was the most simple and easy process! I was very happy with the customer service and turnaround time to get my appointment scheduled and completed." – Non-Profit Employee in OK

"We had a great experience with our medical team for my husband's foot surgery. It was wonderful, and even better that we didn't accumulate any medical bills." – Faith-based Organization Employee in CO

"Every single time I call, the person helping me is super friendly and helpful and I never have any problems. All the procedures are covered and everything goes smoothly. Keep up the good work!" – Non-Profit Employee in OK

Supporting Our Partners

An added benefit of partnering with ZERO is the peace of mind the HR & Benefit teams have with ZERO aiding in reducing their healthcare costs. For one of our valued faith-based employer partners, their Senior Director of Benefits shared a wonderful testimonial with us, reaffirming our commitment to providing exceptional support and solutions.

"Switching to ZERO to assist us in managing our network of direct contracts has had a significant impact! The regained time has enabled us to delve deeper into understanding our other initiatives, ultimately empowering us to innovate in meaningful ways."

Here are a few of our notable Non-Profit and Faith-Based organizations we are proud to call partners!

