



2024

WE ♥ PUBLIC SECTOR

Public sector employers, which include organizations funded by tax dollars, have unique characteristics and budgeting challenges that distinguish them from private sector employers. Since our direct bundled contracts were launched in 2016, the public sector has been among our earliest and steadfast supporters.

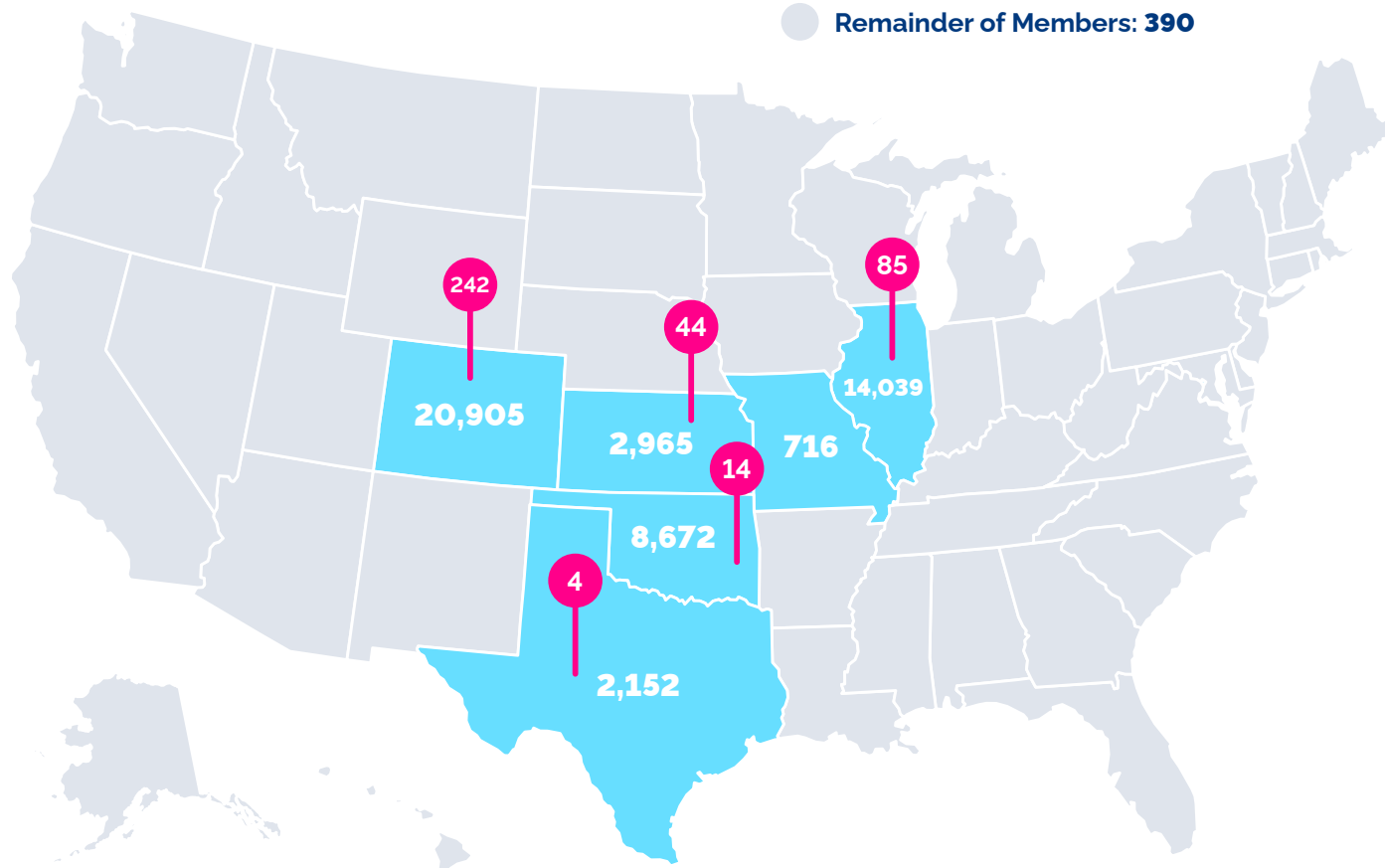
These employers, which include public schools, state colleges and universities, and local and county governments, are highly mission-driven, focusing on providing services and benefits to the public. The high-quality service and hands-on support ZERO is known for, helps these organizations reduce medical costs and provides a compelling benefit to assist them in recruiting and retaining valuable employees.

Employer Highlights & Member Growth

ZERO currently supports 35 public sector organizations which include **11 colleges and universities**, **12 municipalities**, and **15 schools districts serving 366 unique schools**. In our 8-year history we have grown from supporting 1,700 members in a large school district in northern Illinois that partnered with ZERO in 2016, to now serving over **50,000** public sector employees and their family members. **This represents 43% of all members supported by ZERO.**

The map represents the number of individual primary and secondary schools within school districts, post-secondary institutions and municipalities we support and the number of public sector members in the six states where we serve public sector employers.

- **Total Organizations Served: 389**
- **Members In Key Markets: 49,449**
- **Remainder of Members: 390**



Employer & Member Savings

Since 2016, ZERO has helped our **public sector employers save over \$30.5m.** Members have accessed ZERO providers for over 300,000 services and procedures, resulting in a remarkable **\$17m in savings on out-of-pocket expenses.** This not only underscores the breadth of our impact to employers in reducing total medical costs but also highlights the significant financial relief we provide to our members.

Cumulative Savings

\$30,469,146	2023	+6.7M
\$23,748,194	2022	+5.9M
\$17,885,980	2021	+4.7M
\$13,170,031	2020	+4.7M
\$8,497,785	2019	+3.8M
\$4,659,144	2018	+3.3M
\$1,338,042	2017	+1.3M
\$16,357	2016	+16K

Here are a few of our notable public sector employers:



Member Experience & Engagement

Across our 8-year history we see 70% engagement of eligible members for our public sector employer partners. The best part of successfully educating and engaging members about the benefit of using ZERO is that we help employers and members maximize their savings!

We survey members after every visit to a ZERO provider to ensure our PHA team is courteous, respectful and knowledgeable about serving their needs. Our obsession with delivering exceptional service is reflected in our impressive **Member Net Promoter Score of 94.** Here are a few recent survey comments from some of our public sector members.

"Everything was very smooth. From getting my appointment scheduled, the pre-surgery appointment with the doctor, and surgery day was even smoother. They even followed up twice after the procedure to check in with me. Thank you for a great experience!" – Colorado Municipality Employee

"The help and knowledge I received from ZERO and the people at the imaging center made me feel supported and comfortable. I highly recommend them and ZERO to other employees at [Colorado School District]" – Colorado School District Employee

"Everyone was nice and respectful, very efficient!" – Employee at a University in Oklahoma

"I have been twice in the last year and each appointment was so quick and the staff was excellent. Honestly, I wouldn't go anywhere else." – School District Employee in Illinois

"Everything was effortless and simple. The staff helped me find the best place for my needs." – Texas Municipality Employee

