



2024

WE MANUFACTURING

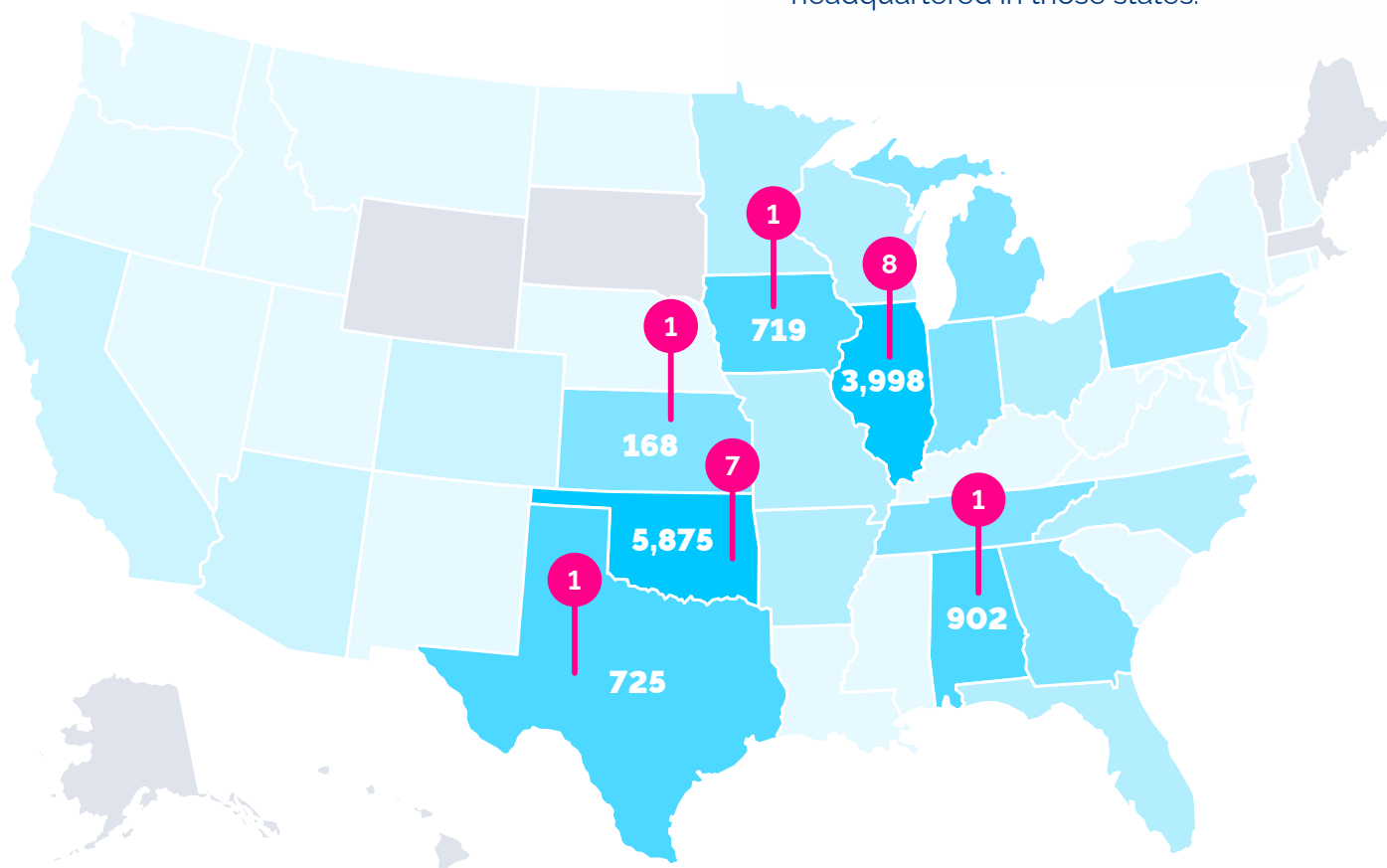
Since 2016, ZERO has supported manufacturing employers and their members, helping them overcome unique HR and business challenges. Including ZERO in their benefit package aids in recruitment, retention, and removes financial barriers to care, ensuring access to healthcare without cost concerns. By reducing medical costs, ZERO allows partners to allocate resources to offset rising costs in energy, raw materials, and equipment, which impact profitability.

Employer Highlights & Member Growth

We are proud to serve over 14,000 members that are part of **19 manufacturing companies** with 47 offices and manufacturing plants across the U.S.

Throughout our 8-year history we have seen consistent growth in the number of employers we support and are proud of the fact that **55% of our manufacturing employer partners** have been part of the ZERO family for **5 years or more**.

The map below displays the count of members supported by ZERO, showcasing states with the largest number of members and highlighting other states with varying densities. Six states are highlighted to show the number of manufacturing companies headquartered in those states.



Employer & Member Savings

Since 2016, ZERO has helped our **manufacturing** employers save **\$13m**. Members have received 55,000 services and procedures from ZERO providers, resulting in a remarkable **\$7m 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've provided to our members.

Cumulative Savings

\$12,864,563	2023	+2.4M
\$10,498,643	2022	+2.4M
\$8,108,012	2021	+2.1M
\$5,971,859	2020	+2.2M
\$3,765,809	2019	+1.8M
\$2,012,355	2018	+1.3M
\$742,865	2017	+507K
\$235,375	2016	+235K

Here are a few of the manufacturing employers that partner with ZERO



Member Experience & Engagement

Everything we do at ZERO revolves around our members. 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. While we are extremely proud of that 94, **for our members associated with manufacturing companies, our NPS is 96!** Their loyalty and perception of ZERO is reflected in the comments they share on our member survey. Here's just a few comments we received in the last few months.

"I deal with many different customer service representatives with my job and I would have to say that I never hesitate to talk to one of your staff members. The quality of service that is expressed is always above and beyond and it is very much appreciated." – Manufacturing Employee in OK

"ZERO has been amazing. It has helped with keeping my cost at \$0. It's helped with stress." – Manufacturing Employee in OK

"Had some reservations about using ZERO but you exceeded my expectations. Keep up the great service." – Manufacturing Employee in CO

"Not only was my ZERO rep very friendly and speedy, the facility I went to was phenomenal. The ultrasound technician I had was equally as friendly and fast. Thank you!" – Manufacturing Employee in OK

"Very easy scheduling, great follow through, courteous operator!" – Manufacturing Employee in IL

