



How Evernorth Workplace Care partnered with Mohawk Industries to drive better population health

**Achieving greater access, better health outcomes and real
medical cost savings while enhancing employee satisfaction,
engagement and retention.**



“

Having a partner we can get in the trenches with and say, ‘This is what’s going on and here is what we need to do’ is something to be proud of. You don’t get that every day.

We value it greatly because we are very passionate about our program and that it works for our population.”

– **Kitty Hardin**
Director of Employee Benefits,
Mohawk Industries

Executive summary

Mohawk Industries and Evernorth Workplace Care partnered to develop a holistic employee benefits strategy to prioritize convenient access to health care right in the workplace.

Their goal? A population health program—personalized to each employee’s needs—that delivers improved health outcomes along with savings on total medical costs.

Covering more than 21,000 employees and their families in the U.S., Mohawk’s population health program provides health and wellness benefits that are easily accessible, simple to navigate and offer financial incentives to drive engagement and utilization.

Built around three core Evernorth Workplace Care solutions and integrated with Cigna Healthcare, the program has delivered strong results for Mohawk and its employees.

A partnership focused on total population health

About Evernorth Workplace Care

When you partner with Evernorth Workplace Care, you bring high-quality, dedicated health and wellness services directly to your employees, delivering better health outcomes and driving lower medical costs.



Evernorth Health & Wellness Centers

Provide a broad scope of health services conveniently located at or near the worksite that includes primary, preventive and acute care, wellness programs, biometric screenings, condition management and care coordination.



Evernorth Custom Coaching

Connects employees with a highly-skilled health coach for face-to-face, video or telephone sessions. Coaches help employees set health goals, offer health education and support and provide referrals for in-network care.



Evernorth Wellness & Prevention Solutions

Offer biometric screenings to provide insights into the health of your workforce and help you create a population health roadmap.

Evernorth Workplace Care takes a proactive approach for managing population health by providing your employees with convenient access to care right at the workplace.

GREATER ACCESS

87%

of patients can access acute care within one business day.*

BETTER OUTCOMES

67%

of our patients' primary care needs are met at our centers.*

REAL SAVINGS

\$1,110

in cost savings per member per year.*

*Based on internal analysis of Evernorth Direct Health, LLC book of business data for 2022-2024. Actual client/customer results may vary and are not guaranteed.

A partnership focused on total population health

About Mohawk Industries

Mohawk Industries, headquartered in Calhoun, Georgia, is a global leader in flooring design, sourcing, manufacturing and distribution. With a global population of 41,000 employees and a goal of having one of the healthiest workplaces in the industry, Mohawk focuses on improving the health of their entire workforce while driving employee retention and total cost of care savings.

To help realize their vision, Mohawk partnered with Evernorth Workplace Care to implement a customized care and benefits program. Mohawk employees are supported with a fully integrated, onsite and virtual care program to support their individual needs that includes Healthy Life health centers, health coaching and biannual biometrics screening right in the workplace.

By homing in on population health, Mohawk transformed their employee benefits program to focus on helping employees get—and stay—healthy as a way of life.



A holistic approach to population health delivers impactful results for Mohawk employees.

GREATER ACCESS

88%

of Mohawk patients can access acute care within one business day.*

BETTER OUTCOMES

65%

of patients' primary care needs are met at Mohawk's Healthy Life Centers.*

REAL SAVINGS

\$1,260

annual cost savings realized by Mohawk members.*

*Based on internal analysis of Evernorth Direct Health, LLC book of business data for 2022-2024. Actual client/customer results may vary and are not guaranteed.

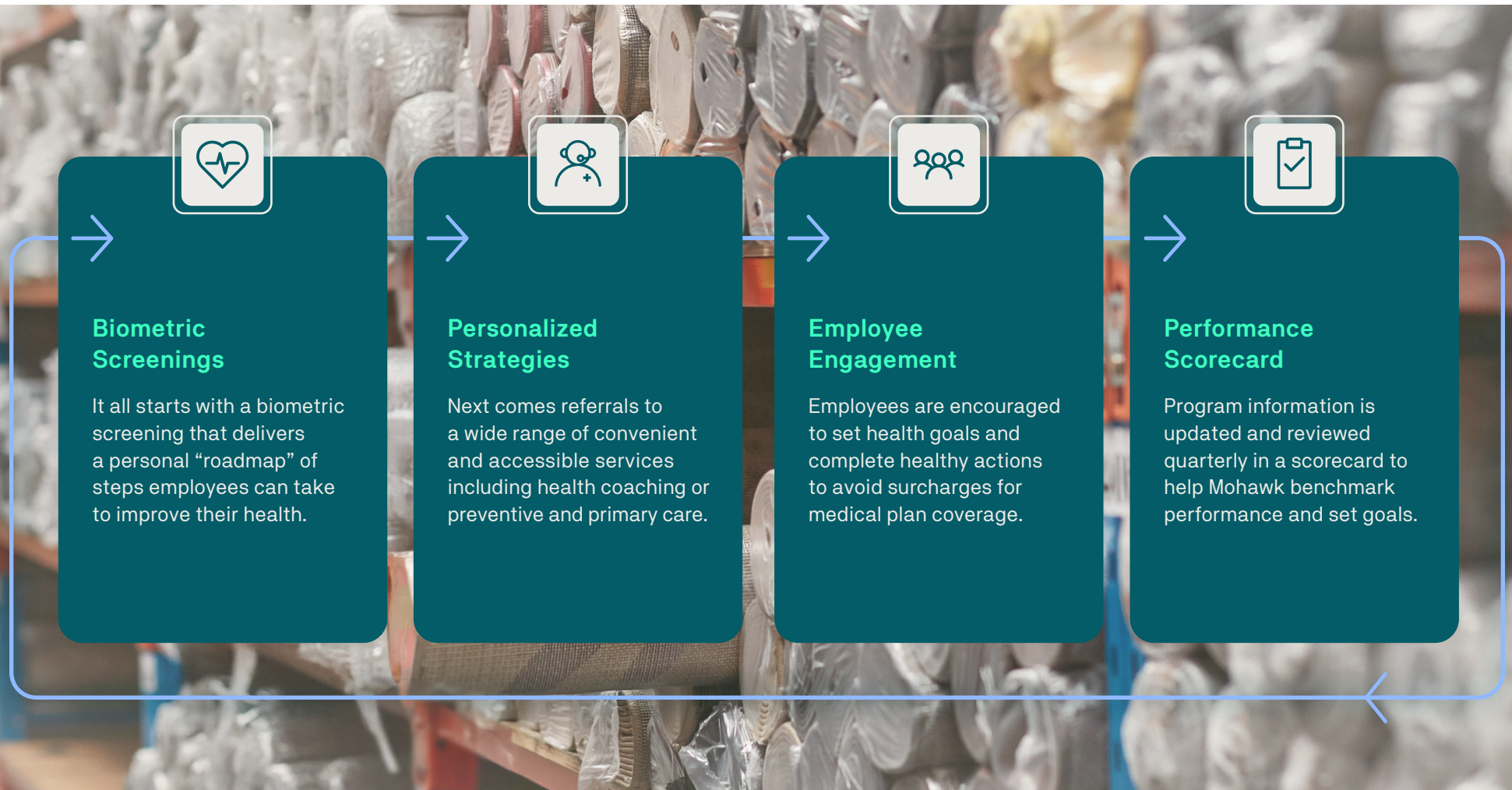
Accessing quality, convenient care for employees is a challenge

**Mohawk helped employees and their families
turn a health challenge into a health victory.**



Working toward a healthier population

Mohawk's integrated approach to population health starts with a biannual biometric screening for employees and spouses. Insights from this screening can lead to health coaching, appointments at Mohawk's Healthy Life Centers, targeted health and wellness programs and referrals to community providers and specialists, if needed.



Evernorth Workplace Care delivers
a holistic, personalized approach
to workplace health and wellness



Biometric screenings set the stage



Evernorth Wellness & Prevention Solutions

What Evernorth Workplace Care delivers

Biometric screenings set the stage for personalized care and treatment recommendations.

- + Biometric screenings provide insights into the health of a workforce and help create a population health roadmap.
- + Screenings include measures for blood pressure, body mass index (BMI), blood sugar and cholesterol.
- + Analytics and reporting are provided to aid in designing the best programs to promote preventive care, reduce claims and manage chronic conditions.

How Mohawk puts it to work

Mohawk employees and their spouses may have their biannual biometric screenings either at one of Mohawk's Healthy Life Centers or a convenient lab location. Employees with identified health risks are then referred to health coaching or one of the health centers (or both).

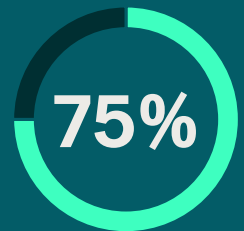
By participating in the biannual screenings, Mohawk employees avoid a surcharge on their medical insurance while also benefiting from personalized strategies to improve their health metrics.



of Mohawk employees participate in biannual biometric screenings.*



of Mohawk employees identified for coaching engage with coaches.*



of at-risk Mohawk employees have improved or stayed the same over subsequent screenings.



Coaches call the play to achieve healthy goals



Evernorth Custom Coaching

What Evernorth Workplace Care delivers

Coaches help employees set and achieve health goals, offer health education and support and provide referrals for in-network care.

- + Employees are connected with a highly-skilled health coach for face-to-face, video or telephonic sessions.
- + Coaches take a holistic and personalized approach to help employees accomplish health goals, manage chronic conditions and encourage healthy behaviors.

How Mohawk puts it to work

The health coaches at Mohawk play a critical role in driving better population health. Using data and insights gleaned from the biometric screenings, coaches help “call the play” for Mohawk employees with personalized strategies for improving health metrics.

This may include ongoing one-on-one health coaching, care and treatment at a Healthy Life Center or a referral to a community provider or specialist, if needed.



of at-risk employees engage with a Mohawk health coach.



of participants have 2+ sessions with their health coach.



of identified health goals are completed within the year.

Healthy Life Centers support healthier lives



Evernorth Health & Wellness Centers

What Evernorth Workplace Care delivers

Health centers in the workplace offer employees quick, convenient access to care.

- + Services include primary, preventive and acute care, wellness programs, chronic condition management and care coordination.
- + Virtual care with the dedicated providers from the Health & Wellness Center is available through the MyChart® patient portal.

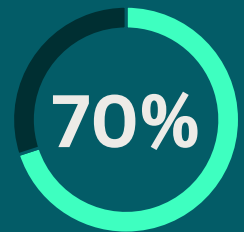
How Mohawk puts it to work

Mohawk has more than 20 Healthy Life Centers offering in-person and virtual care to employees and their families. While employees can easily access acute care, Mohawk's program emphasizes preventive and primary care services.

Because the biannual biometric screening may have identified specific patient needs, the dedicated care teams at Mohawk develop personalized plans to help improve patient health outcomes.



of Mohawk employees return to their Healthy Life Center for care.



of patients use their Healthy Life Centers as their primary care provider.



of patients are very satisfied with their Mohawk Healthy Life Center.

Health transformed: Population health success stories



POPULATION HEALTH SUCCESS STORIES

A healthy reduction in blood pressure

Sharon was introduced to a Mohawk health coach at a **biometric screening event** due to her elevated blood pressure.

Initially, she denied having hypertension and shared that she did not have a health care provider.

The coach referred her to her local Mohawk Healthy Life Center for a follow up appointment. She was also provided educational materials on dietary recommendations for hypertension.

Sharon was formally diagnosed with hypertension and began medication, working with her provider to adjust as necessary. In addition, with the care team's guidance, she made significant lifestyle changes regarding her diet and exercise regime.


Sharon's results have been remarkable.

Her blood pressure has dropped to a healthy 118/82, compared to 155/107 at the time of her screening.

Sharon is thrilled with the support from Mohawk's Healthy Life Center and coaching services.

[Learn more](#)

This story is based on an actual customer experience, but the customer's name and other identifying information have been changed to protect their privacy.



Sharon, 40
Production Coordinator
Chattanooga, TN

Keeping cholesterol levels in check

Jonathan started working with a Healthy Life Team coach in 2018 due to discovering he had high cholesterol levels in the **critical range during his biometric screening**.

He worked with a primary care provider through a Mohawk Healthy Life Center and was referred to a health coach for ongoing support.

At the beginning of this health journey, Jonathan was taking medications to help improve his cholesterol values. He continued to also remain **engaged with the Healthy Life Team provider and coach** and saw remarkable improvements in his health.

Through perseverance and informed lifestyle choices, Jonathan reduced his daily cholesterol medication and continues to maintain healthy cholesterol levels.

Empowered by the knowledge and habits he's developed over the years, he **achieved positive results with his biometric screenings in 2020, 2022 and 2024!**

[Learn more](#)

This story is based on an actual customer experience, but the customer's name and other identifying information have been changed to protect their privacy.

Jonathan, 35

Equipment Operator
Gilead, NC



POPULATION HEALTH SUCCESS STORIES

Lifestyle changes and a lower A1C

Jose had an A1C of 9.2 at his **March 2024 biometric screening**. He worked with a Healthy Life Navigator who reviewed the diabetes and hypertension care paths, educated him on lifestyle changes and supported him while making those changes.

While in coaching, Jose has followed up regularly with his provider at the Healthy Life Center and is compliant with his medications. He is also up-to-date with preventive care.

By August 2024, Jose's A1C had improved to 6.8, closing the gap related to the previous score by more than two points. Additionally, his triglyceride level decreased from 172 to 116 and he lost 12 pounds.

Jose is pleased with the services and coaching provided by the Healthy Life Center and **he plans to continue working with the dedicated Mohawk care team for ongoing support and encouragement.**

[Learn more](#)

This story is based on an actual customer experience, but the customer's name and other identifying information have been changed to protect their privacy.

Jose, 51
Delivery Driver
Dalton, GA



Tailored health solutions that drive results

When it comes to population health, Evernorth Workplace Care never takes a “one-size-fits all” approach. By closely partnering with clients to understand their goals and objectives, Evernorth Workplace Care designs and delivers high-quality, dedicated health and wellness programs to provide greater access to care, better health outcomes and medical cost savings.

The population health program at Mohawk Industries is centered on the unique needs of their employee population and key business objectives, resulting in an integrated strategy purpose-built to work as hard as each and every Mohawk employee.



To learn more about how Evernorth Workplace Care can support your employees through a customized total population health program, visit our website.



Evernorth Workplace Care leadership team on site with Mohawk Industries for their annual meeting.

How an Evernorth nurse helped save a Mohawk employee's life.



Rosa, an Evernorth nurse at a Mohawk Healthy Life Center, provided critical care during an employee's health emergency.



We're placed in this world for something. I believe that's why I was put here, in this position at that moment, to help him."

Watch the video to learn more about Rosa's powerful story—and what makes her a health care hero to her patients.

[View video](#)