

5 ways to support employees with chronic diseases



Compassionate strategies that improve outcomes, costs and quality of life

When an employee faces a chronic disease, a holistic benefits program that addresses their physical, emotional, financial and social well-being needs can make a meaningful difference.

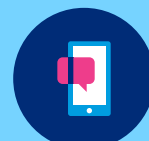
Below are five ways our MercerWell team can help enhance your benefit plans with cost-effective solutions that strengthen your chronic disease management programs.

Employees with a chronic disease often —

- ✓ Receive fragmented, siloed care — leading to poor outcomes
- ✓ Suffer silently — obscuring their needs
- ✓ Are at risk for depression and other mental health issues

1 Shatter silos with a navigator + advocate

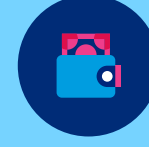
Many employers have leaned into an integrated model, featuring live advocacy, clinical management and digital navigation. This combination helps employees locate the right providers, understand their chronic disease and manage ongoing care for a high-touch experience by blending:



Mobile-friendly virtual support combined with live support



AI-powered solutions that deliver highly personalized recommendations and key health metrics to improve outcomes



Cost and quality transparency tools

2 Simplify the path to mental health support

Individuals with chronic diseases are at an increased risk of developing depression and other mental health issues. Conversely, those already experiencing mental health challenges are at a higher risk of developing certain chronic conditions.¹ Employers have a unique opportunity to empower the most vulnerable employees through robust mental health programs and education. Our MercerWell specialists can help you develop customized strategies that support the entire workplace, such as:



Online mental health coaching and resources that provide on-demand services — accessible anywhere — 24/7



A psychologically safe workplace, where empathy, open dialogue and inclusiveness are prioritized and fostered



Holistic well-being benefits that seamlessly integrate mental health support with the interconnected aspects of physical, mental and financial health

3 Close care gaps with virtual care

Virtual care offers significant value, particularly to those who must juggle multiple medical appointments and treatments when managing their chronic disease. To accelerate adoption, our team can help build a robust virtual care program that is:

- ✓ Integrated and coordinated to avoid duplicative visits among providers
- ✓ Mobile-friendly, featuring easy-to-access tools and platforms, free from cumbersome member navigation
- ✓ Includes quality oversight

4 Dial into a Center of Excellence (COE)

COEs are groups of high-quality healthcare providers and facilities that have proven experience in specific conditions and specialty care. Employees with access to COE programs can achieve better outcomes and a quicker return to work through:



Better diagnosis and treatment



Fewer complications and readmissions



Personalized care management

5 Care for the caregiver

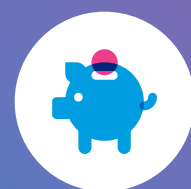
Your employee might be healthy — but could be caring for a loved one with a serious illness. Many caregivers experience exhaustion, stress, financial hardship and declining physical health. With the right resources and support, employees who are caregivers are more likely to do their job with less stress and distraction from their caregiving responsibilities. A few best practices to consider:



Establish a family pillar concept as a benefits strategy



Offer ongoing support for complex care needs during significant life transitions



Explore strategies to help offset the cost of caregiver support



If you'd like to learn more about how to bolster support for employees with chronic diseases, we're here to help. Together, our MercerWell team of specialists can customize benefits that foster a resilient workforce with a focus on cost-saving strategies. When employees feel valued and cared for, they are more likely to stay committed to their work and contribute positively to your organization.

Contact us today.

1. National Institute of Health, Understanding the Link Between Chronic Disease and Depression 2024
2. Mercer Survey on Health & Benefit Strategies for 2026