



CASE STUDY

City of McAllen



FRONTIER
DIRECT CARE

Municipality Client

~2,000 Employees

Southern Texas

CHALLENGES

- Annual medical and Rx spend created a \$5-7M shortfall.
- High ER and urgent care usage.
- Plan costs consistently rising.
- Low employee satisfaction with existing health plans.

SOLUTIONS

- Frontier opened a near-site clinic offering direct primary care, direct contracting and prescriptions.
- Frontier funded and staffed the clinic with no upfront costs.
- Frontier and the City of McAllen implemented a robust employee onboarding and communication strategy.

RESULTS

94

NPS
(Carrier Avg. 29)

66%

Utilization

74%

Decrease in
ER Visits

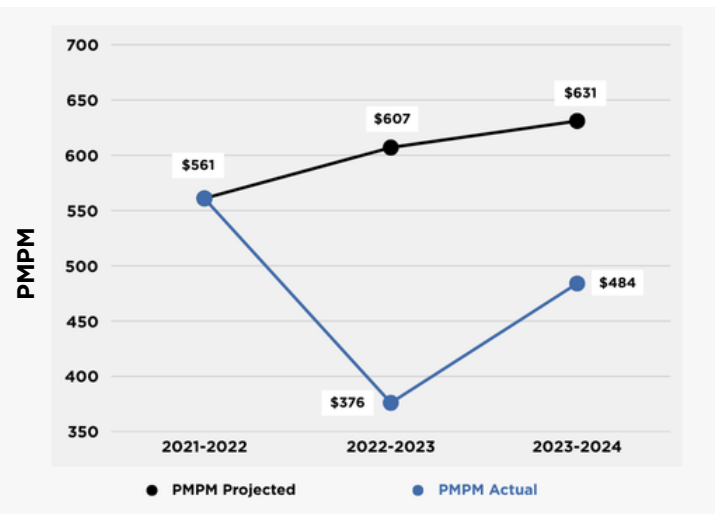
32%

Reduction in
High-Cost
Patients

Health Plan Spending Trends

\$8M Net Savings

(over 2 years)



PMPM Projected:
w/o Frontier: \$561 - \$631

PMPM Actuals:
with Frontier: \$376 - \$484

"The budget impact for the '23-'24 plan year with Frontier was medical expenses decreased for the first time in over a decade."

Jolee Perez
Director of Employee Benefits
City of McAllen

Results: October 1, 2022 - September 30, 2024.

LEARN MORE: FrontierDirectCare.com