



Digestive health

Digestive conditions present a significant unmet need with high prevalence and high avoidable costs among your members. While proven interventions exist, they aren't widely available or reimbursed.

- **High prevalence:** Nearly [61% of U.S. adults](#) suffer from debilitating gastrointestinal (GI) symptoms each week — twice that of diabetes
- **Rising cost category:** GI ranks in the [top four condition areas](#) driving medical and pharmacy expenditures — over [\\$141 billion](#) nationally
- **Digestive conditions are inherently complex:** There are hundreds of GI conditions, marked by overlaying conditions, complicated comorbidities and interdependent mental health conditions
- **Impact on quality of life and productivity:**
 - GI is the [leading cause of avoidable ER visits](#)
 - GI issues cause up to [17 missed work days](#) per year — with people with IBS missing up to 2–3 workdays per month
 - Digestive disease was the [second most common type of short-term disability claim](#) in 2020

“Digestive health issues are a growing cost in our health plan and there is a shortage of high-quality, convenient digestive care in the marketplace.”

– Matthew Hall, Benefits Strategy Manager at Koch

Our survey data

Employers are increasingly focused on digestive health

Highlights from our 2025 Best Practices in Healthcare Survey specific to digestive health (the survey included 417 employers)

- 14% of employers took action in 2025
- Another 8% planning for 2026
- With the largest growth of 18% of employers considering adding a digestive health solution in 2027

Value

Treating employees with digestive health issues can lower overall healthcare costs for employers. It can also enhance employee health, extend longevity, boost productivity and minimize missed workdays.

To learn more:

Contact

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Reimagining digestive health: The multidisciplinary solution

The current system isn't set up to deal with the complexity of GI. Rising demand and already overwhelmed GI providers result in delayed care, poor outcomes and rising costs. This often leads to a patient experience of frustration, unnecessary suffering and increased costs.

In fact, two to four times more patients achieve significant symptom reduction with multidisciplinary care.

What GI care looks like in a traditional care setting



48+ days, average wait time in US



Long commutes and in-office **wait times**



Short appointments, **lack of follow-up**, and slow responses



Time to diagnosis for complex conditions like IBD can take up to **5 years**



Limited access and out-of-pocket fees for behavioral health (BH) and registered dietitian (RD) services



38% patient satisfaction



Average cost of care per GI patient **\$22K**

What it can look like with virtual multidisciplinary care

Rapid access (appointments within days)



Convenient and frequent clinical interactions



>30-minute appointments with providers, 24/7 access and same day responses



Accurate diagnosis within **2 appointments**



Integrated team of **GI specialists** providing medical, dietary, and BH interventions covered by insurance



Higher patient satisfaction and better quality of life



Significant GI-related **cost savings**





Evaluation criteria for GI partner

Proven models exist, but not every vendor can deliver the clinical rigor and multidisciplinary care required to effectively impact GI. It's essential to choose a partner that enables access to the expertise, outcomes and savings potential you're looking for.

Ask these key questions:

- Is it a **clinically-based solution** that can diagnose and treat the full spectrum of GI conditions?
- Is the approach used **effective in managing both high-acuity patients and low-acuity patients** in a cost-effective way?
- Is **dietary and behavioral support provided by licensed practitioners** or app-based coaching?
- Is **continuity of care maintained** by coordinating with a patient's existing GI doctor or primary care physician?
- Is **engagement reported based on actual clinical interaction** or enrollment?
- Is any **evidence provided from validated clinical studies**, including transparent methodology and any proven savings through claims analysis?

These questions help employers distinguish between true clinical solutions, such as Oshi Health, and digital point solutions and wellness apps that lack medical rigor or outcomes validation.

How we can help

We work with employers to educate them on the impact of digestive health on the population.

We can provide:

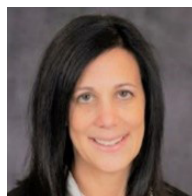
- **Digestive dashboard:** Looking at pharmacy and medical costs for the top 700 + ICD-10 codes to fully assess cost and member impact
- **Vendor showcase day:** Creating brief presentations with up to 5 vendors to better understand their capabilities in this space
- **Vendor client roundtables:** Brainstorming to learn more about vendor capabilities and client experiences
- **Vendor RFPs:** Helping assess and select the right vendor partner based on employer's goals and objectives
- **Implementation support:** Providing support with launching the selected vendor after it's been chosen
- **Digestive healthcare condition guide:** Developing a custom guide for intranet site, based on employer's current vendor ecosystem, including other clinical resources

Why we chose Oshi

Oshi Health is the only nationwide multidisciplinary GI medical clinic that combines specialized medical, dietary and gut-brain interventions proven to help patients recover better, faster.

Rooted in accountability to patient outcomes, Oshi's clinic accelerates the speed to diagnosis and symptom control — significantly reducing medical costs within a year.

“We’ve been watching the impact of digestive health conditions as a top-5 cost category. Because of the interconnected and individualized nature of digestive conditions, we’ve seen that the best way to change these population healthcare costs at scale is by offering personalized, multidisciplinary medical care for a full spectrum of conditions and acuity.”



Christina Prosser

WTW Digestive Health Practice Leader

Oshi Health’s impact: 12 employer partners seeing real results

Before Oshi

58%

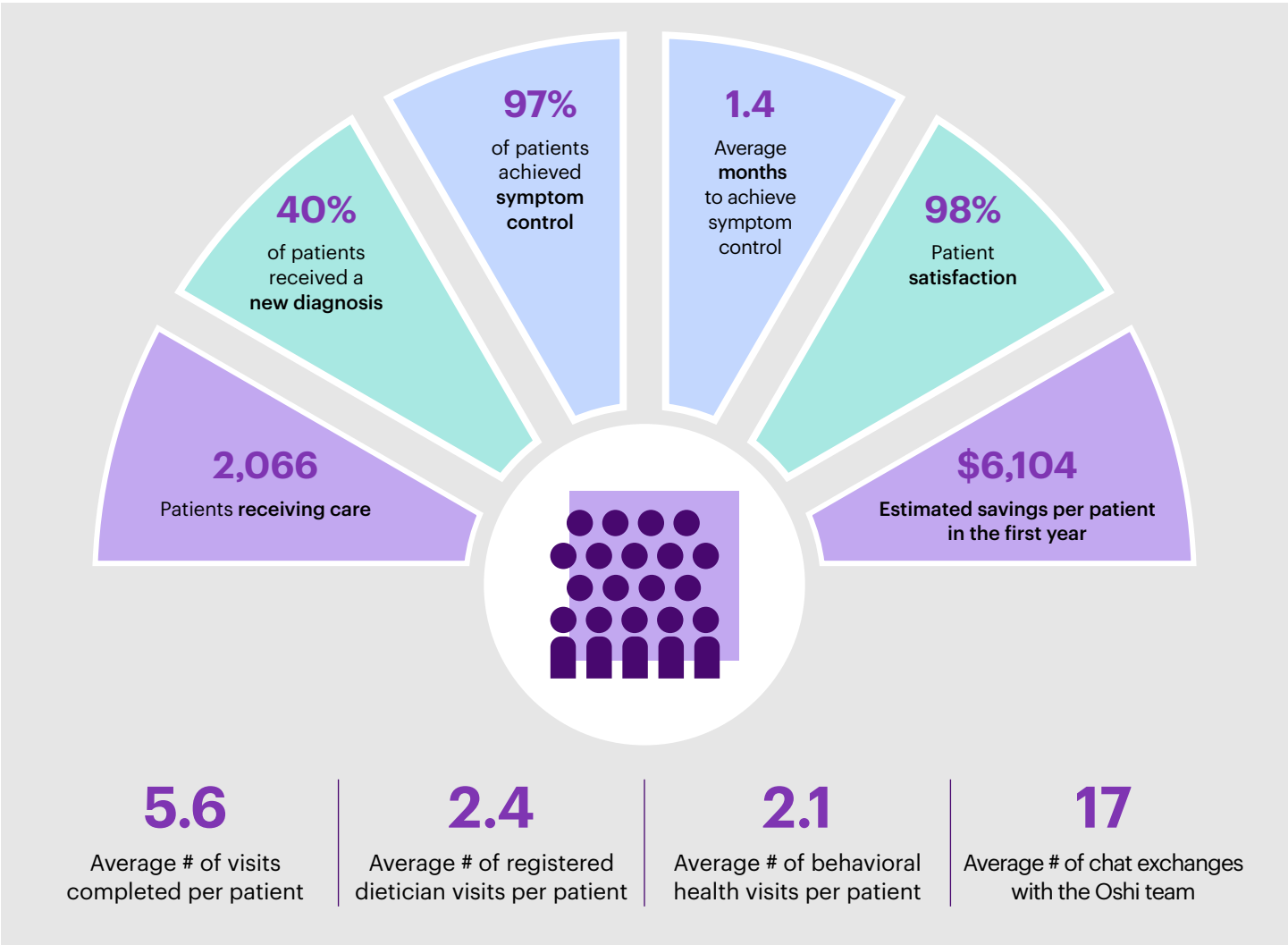
Experiencing moderate to severe symptoms 3+ days per week

37%

Overall satisfaction with prior GI

2.5

Average missed work days (prior month)



What empowered employees sound like

I FINALLY found health care professional who explained to me why I'm experiencing the symptoms I'm experiencing in addition to concrete steps I can take to address them!! Plus, I love the comprehensive, holistic and wrap-around care I am receiving

— Oshi Patient

Because of Oshi's comprehensive approach, I finally feel good for the first time in 5 years. This after a 5 year ulcer, 5 endoscopies, and innumerable doctors' visits. Thank you!!

— Oshi Patient



Love the time and attention I'm getting for my unique symptoms. I have been seeing my GI doctor for 10 years (who I do like) but have gotten great relief from my symptoms with Oshi from first visit.

— Oshi Patient

Oshi has done more for me in this past year than what my GI providers have done for me in the past 18 years.

— Oshi Patient

What satisfied employers have to say

Oshi's unique virtual model supports our employees and their families with the time and expertise needed to deliver truly transformative digestive care on their own terms. I'm excited about the partnership between Koch and Oshi and the potential to make a meaningful difference in the lives of our employees.

— Matthew Hall,
Benefits Strategy Manager at Koch



"It felt like a gut punch every time we heard from an employee about their struggle to secure the care they needed related to GI issues. It is clear that Oshi's virtual clinic stands apart in its ability to deliver top-quality digestive health care."

— Tom Moran, Nielsen

About WTW

At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organizational resilience, motivate your workforce and maximize performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success — and provide perspective that moves you. Learn more at wtwco.com.



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