

# *Supporting caregivers* through smarter leave



We're *thrilled* to be  
here with you today



**Theresa Roma**

Head of Insurance Solutions  
*Wellthy*



**Susie Mensah**

Associate Director of  
U.S. Benefits and Wellbeing  
*Merck*



# Personal care support for *every family*

Wellthy's human-led, tech-powered solution gives employees personalized expertise and navigational tools to care for themselves and their circle of loved ones across all life phases.

## Taking on tasks and getting things done for families:

- ✓ Finding/accessing providers
- ✓ Finding legal resources
- ✓ Benefits navigation
- ✓ Leave of absence support
- ✓ Advocacy
- ✓ Bereavement support
- ✓ Identifying in-home support
- ✓ Educational planning
- ✓ Unlocking financial support
- ✓ Locating housing resources

# Delivering a *measurable* ROI

Independent [research](#) from Harvard Business School shows that access to Wellthy has a dramatic impact on productivity, retention, time away, and equity<sup>1</sup>.

## Average ROI

**3.6X** The average ROI for companies that offer Wellthy to their employees

## Avoided a Leave

**1 / 3** Avoided a leave of absence or resignation due to caregiving needs

## More Productive

**90%** 9 in 10 employees say they are more engaged and productive

## Missed less work

**66%** 2 in 3 employees missed less meetings, shifts, and work days

The graphic features the Harvard Business School crest and name at the top. Below, the title 'Healthy Outcomes' is followed by the text: 'How employers' support for employees with caregiving responsibilities can benefit the organization'. A small photo shows a woman with a child. A large QR code is overlaid on the bottom right of the graphic.



Industry: Pharmaceuticals · Company size: 30,000+ · Headquarters: Rahway, NJ

## Real support *for the moments that matter*

Merck supports employees through all of life’s moments—from welcoming a new child to caring for aging parents or managing a serious diagnosis. Personalized caregiving support has become a trusted part of that ecosystem, helping employees avoid burnout, absenteeism, and even leaving the workforce altogether.

The result: support that not only boosts engagement and productivity, but also reinforces Merck’s culture of care.



“When our employees know that they're crucial to our mission and feel comfortable bringing their whole selves to work, not only will they thrive, but the company will too.”

**Brian Kehan**  
Director of Benefits & Well-being

85

Member NPS  
(Net Promoter Score)

47%

Member engagement among target caregiving population (9% among total eligible lives)

94%

Are more engaged and less stressed at work

43%

Avoided taking leave of absence or resigning

# Showing up for employees through *time, care, and compassion*

## Compassionate Time

Compassionate time is a key part of Merck's time away program — built with well-being in mind.

- Personal or family emergencies
- Bereavement following the death of a loved one
- Challenging situations (e.g. supporting a loved one with a serious medical condition)

“...These Wellthy representatives **have made long-distance caregiving so less burdensome and anxiety-ridden.** I don't know what I would have done without them.”

“For most people, evaluating care options for our senior relatives is uncharted waters. Having the support of a **care coordinator helped ensure that we were able to consider all options,** including VA benefits.”

“I'm very impressed...**They took a load off of my shoulders,** and that was greatly appreciated. Thanks!

“A huge help with gathering and vetting dementia resources for my mother. The detail of information they were able to provide in a short period of time is a huge help. **I can't even imagine how long it would have taken me to gather this information on my own.**”

# Reducing *stress, absences,* *and lost time*

Supporting employees through caregiving challenges means fewer missed days, lower stress, and better outcomes at work. These results show how small interventions lead to big business impact.

## Employee impact

- ✔ Approximately 28,000 hours of employee time
- ✔ Support across more than 1,800 caregiving tasks

## Care conditions

- ✔ Dementia, diabetes, and depression
- ✔ Hypertension and arthritis

## Categories of care

- ✔ Chronic health conditions and aging/elder care
- ✔ Mental health support for loved ones and care financial support

## Q1 2025 results

- ✔ 86% less stressed about caregiving responsibilities
- ✔ 50% avoided missing work; 80% say they are more present at work

