

Blount County Government



MEMORANDUM

To: Blount County HR Committee

From: Jaclyn Johnson, HR Director

Date: July 13, 2026

Subject: Recommendation to Transition Healthcare Advocacy to Rightway Healthcare, Inc.

The Blount County HR team, in consultation with our broker, recommend that the HR Committee approve the transition of the County's healthcare advocacy and care navigation services from the current vendor, Quantum, to Rightway Healthcare, Inc., effective with the upcoming plan year.

After reviewing available options, we have determined that moving to Rightway will provide enhanced alignment with the County's existing health plan administration. Rightway is the preferred care navigation vendor for Allegiance, the County's third-party administrator (TPA), and its services are designed to integrate with Allegiance's platform to provide a more seamless experience for employees and covered dependents. Rightway will assist members with understanding their benefits, navigating the healthcare system, locating appropriate providers, coordinating care, and resolving healthcare-related questions and issues.

In addition to improving coordination and member support, the transition to Rightway is expected to provide cost savings to the County while continuing to offer valuable healthcare navigation services to plan members.

Rightway will be added to the County's existing Administrative Services Agreement (ASA) with Allegiance through an amendment, rather than through a separate agreement between the County and Rightway. As a result, a separate contract approval or resolution for Rightway Healthcare, Inc. will not be required.

The Blount County HR Department is requesting that the HR Committee approve the recommendation to transition healthcare advocacy and care navigation services to Rightway Healthcare, Inc. and authorize moving forward with the necessary amendment to the County's Administrative Services Agreement with Allegiance.