

Case study

# How Vera Whole Health Revitalized ArcBest's Onsite Clinic

## At a glance

Industry: Logistics  
Size: 14k Employees

Location: Fort Smith, Arkansas  
Customer Since: 2024



## Overview

ArcBest, a leading logistics company based in Fort Smith, Arkansas, has completely transformed their approach to health and wellness. They have a long track record of innovating in the health and benefits space, utilizing it as a recruiting tool and a retention lever to attract and keep great talent.

ArcBest invests in some of the best point solutions across behavioral health, specialty care, women's health, musculoskeletal, nutrition and weight management and more. They also offer onsite primary care for employees and their families, at their headquarter campus.



## Goals

ArcBest's onsite clinic was largely disconnected from the rest of its benefits ecosystem. It operated largely on its own, with little visibility into employees' other benefits or care programs. Providers were eager to help employees make informed decisions, but without a clear view of available benefits and resources, it was difficult to consistently guide members to the right, most cost-effective care.

ArcBest saw an opportunity to strengthen a cornerstone of its health strategy and make it work even better for employees.

When the team stepped back to reevaluate, they focused on three clear goals:

- ✔ Better connect the onsite clinic to the broader benefits ecosystem
- ✔ Partner with a trusted vendor that offered strong, hands-on account management
- ✔ Increase employee utilization and engagement

**“When that member walks into the clinic, the provider already knows their benefits, pharmacy options, and partner programs. If they need imaging, they’re referred to our direct-contracted centers for better cost and quality. If they need behavioral health or a GLP-1 program, those referrals happen in real time.”**

Laura Wallace,  
Director, Total Health

## Solution

Rather than searching and vetting a totally new vendor, ArcBest made a strategic decision to replace its legacy onsite clinic with Vera Whole Health’s Advanced Primary Care (APC) care center model. This shift brought care delivery and benefits intelligence together, extending the benefits navigation capabilities ArcBest has relied on through Castlight Health since 2018 into the onsite care experience through Vera, which shares the same parent company and integrated technology platform.

At the center of Vera’s approach is a dedicated, embedded care team that serves as the employee’s primary point of care. With longer appointment times and a focus on long-term provider-patient relationships, Vera clinicians moved beyond traditional visits to deliver proactive, personalized care. For the first time, providers had Castlight’s real-time visibility into a member’s available benefit programs, allowing them to guide patients to the most appropriate and cost-effective care during the visit itself.

Vera also implemented clear operational playbooks and best practices that accelerated time to value and created accountability from day one. Providers were empowered with the tools, data, and workflows needed to deliver high-quality care at scale.

The result was an onsite clinic that no longer functioned as a standalone service, but as a fully integrated part of ArcBest’s health strategy.

**46%**

increase in monthly visits

**80%**

increase in unique members per month

**86%**

annual return rate

**1.4:1**

return on investment



Vera Whole Health is leading the shift to value-based care using an advanced primary care model that delivers a superior experience, providing longer appointments, same or next-day access, and both in-person and virtual care. By integrating data-driven insights and multifunctional care teams, Vera improves health outcomes, reduces total cost of care and consistently achieves a best-in-class member experience.