

CASE STUDY

How Regeneron Achieved 54% Preventive Engagement with Journey



Industry

Biotechnology / Pharmaceutical

Company Size

15,000+ employees

Global Presence

Operating in 14 countries

A proactive, holistic approach to worker safety and well-being

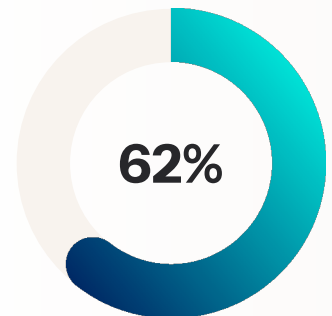
Regeneron is a global biotechnology company known for translating cutting-edge science into meaningful medical breakthroughs. With a mission centered on improving patient lives through innovation, the company has developed a portfolio of treatments that address some of the world's most complex and serious health conditions.

Challenge

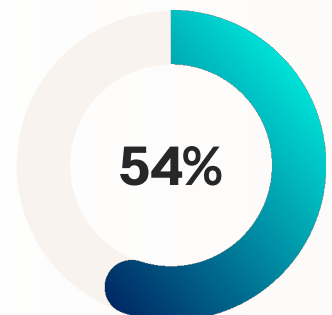
Regeneron recognized a persistent challenge: while medical and well-being benefits were in place, many employees — especially those not in crisis — still weren't receiving the mental health support they needed and wanted. The traditional EAP model wasn't enough.

"We're a science company, driven by data and analytics. We want the same from our partners. Journey came to us with numbers that made it easy to say yes — and they continue to back it up."

Meredith Marlin VP of Total Rewards, Regeneron



of Regeneron Employees are Aware of Journey



of Regeneron Employees Engaged with Journey

Meeting the Needs of the “Worried Well”

“We were doing really well on caring for our employees and their loved ones on the more acute side of mental health — medication, inpatient treatment, reduced barriers to accessing care, and we were also doing well on the preventive and well-being programming side, hosting and sponsoring hundreds of events each year,” explained Meredith Marlin, VP of Total Rewards. “But what about the massive number of people in the middle, where most of us fall? Most people aren’t in crisis, but most of us do want to feel better, manage everyday stress more effectively, and thrive at a higher level. This was an incredibly underserved population.”



This challenge led Regeneron to Journey. Meredith and her team were determined to provide proactive, scalable support that could address what Journey calls the “worried well,” those employees who fall in that massive middle. With operations in 14 countries, Regeneron also needed a global partner who could deliver cultural relevance, multilingual content, and consistent reporting.



“We take our job as a steward of employee mental health and well-being very seriously. Navigation to resources and ease of access is a common barrier that prevents people from seeking help in the first place. We believe Journey, through its unified one front door, helps to get the right care to the right people at the right time.”

— Employee feedback following an on-site orientation.

Solution

Since 2023, Regeneron has partnered with Journey to deliver a multi-tiered approach to employee mental well-being. Journey serves as a strategic partner — collaborating closely with Regeneron to elevate awareness, promote participation, and deliver long-term impact across its mental health ecosystem.



Key Engagement Strategies

Together, Journey and Regeneron implemented a multi-faceted strategy to build trust, increase visibility, and embed mental health resources into the employee experience through:

- 01 Integrating Journey access into onboarding to establish early awareness and sustained engagement.
- 02 Tailored monthly newsletters and toolkits for internal use.
- 03 Responsive resource support for ad hoc requests — ranging from articles on the Sandwich Generation to curated resilience toolkits — ensuring timely, relevant materials are available when questions arise.
- 04 Custom group sessions created in partnership with HR to support the company's response to various geopolitical events and global political unrest.
- 05 Mental Health Certification programs for managers to build awareness, teach effective responses, and cultivate workplace psychological safety and support — including a dedicated offering for 300+ summer interns to equip early-career professionals with foundational mental health skills.



“We are passionate about providing access to the right resources and content, via a user-friendly platform with ease of navigation, and then employees and their loved ones make their own best choices about what care they need, no matter where they are on their journey toward improved mental health. Journey has filled a big gap in our care continuum and our employees have really gravitated to the platform.”

— Meredith Marlin, VP of Total Rewards

Deep Collaboration with ERGs

Journey has become an essential thought partner to Regeneron’s Employee Resource Groups (ERGs), particularly RISE, their mental health-focused ERG. The collaboration is strategic, culturally aware, and deeply integrated.

Journey Has Driven Collaboration Through:

Monthly planning calls with ERG leadership to co-design campaigns, calendar moments, and wellness initiatives.

Watch parties for Asian American and Pacific Islander (AAPI) Heritage Month, with facilitator guides and outreach materials.

Black History Month toolkits developed by Journey and delivered to Regeneron for dissemination through ERG and wellness channels.

Ongoing support for LGBTQ+ ERGs, with a focus on expanding inclusive programming to global employee populations.

Strategic planning sessions to co-create year-long engagement roadmaps in collaboration with ERG partners.

Monthly engagement with RISE, Regeneron’s mental health ERG, including sharing utilization trends, planning relevant programming, and presenting insights to ERG leadership to elevate mental health across the organization.



“Before Journey, the ERGs navigated the mental well-being landscape largely without structured guidance. Now, they benefit from a comprehensive framework that includes strategy, structure, and content, all aligned with our cultural values and well-being objectives.”

— Dawn Van Wormer, Senior Manager Health and Wellness, Regeneron

This collaboration has helped Regeneron transform ERG involvement from siloed, one-off events into a cohesive, inclusive well-being ecosystem.



Strong Engagement, Real Results

Journey’s collaborative approach quickly paid off. In 2024, 54% of Regeneron employees engaged with Journey’s preventive mental health tools — including live coaching classes, self-guided content, daily check-ins, and monthly assessments.

Unlike traditional EAP utilization rates (which often average 2-3%), this figure reflects broad, preventive engagement — meeting employees where they are, before issues escalate. Journey takes a holistic approach to engagement — tracking preventive actions like daily content use and learning, not just clinical care. This model aligns with Regeneron’s commitment to proactive well-being and inclusion.



A Trusted Partner, Not Just a Provider

At Regeneron, Journey plays a hands-on role in shaping mental health strategy — helping the team move faster, think bigger, and deliver meaningful support to employees.

Together, Regeneron and Journey are setting a new standard for proactive mental health support — one grounded in data, culture, and everyday human connection.

“Journey’s mission is to make lives better. So is ours. We just do it in different ways. That’s why this works.”

Meredith Marlin, VP of Total Rewards, Regeneron

“What also makes this work is a shared commitment to listening, adapting, and showing up for people before they’re in crisis. That’s what this partnership has been about from the start.”

Stephen Sokoler, Founder and CEO, Journey

“Every idea we’ve brought to Journey has been met with enthusiasm and support. They consistently help us accelerate our initiatives and broaden our perspective. Shannon, our dedicated Customer Success Manager, doesn’t just respond to our requests; she proactively collaborates with us to envision and achieve greater possibilities, ensuring we think beyond immediate needs and aim for transformative outcomes.”

Dawn Van Wormer, Senior Manager Health and Wellness, Regeneron



Learn More About Journey Proactive EAP

Are you ready to elevate employee mental health and increase EAP engagement across your organization?

Schedule a demo today.