

BENEFITS TECHNOLOGIES

Healthcare Case Study

Number of Employees: 1,350
Locations: 8
Scope of Project: Benefit Communication, Education and Enrollment Services

HR Goals and Objectives

- Update employee data for HRIS & Payroll systems
- Introduce enhanced benefit plan options, including a materials only vision plan, voluntary accident insurance, and a voluntary group critical illness insurance.
- Provide employees with personalized interview sessions via face-to-face enrollment or enrollment service center.
- Provide employees with personalized benefit confirmation statements upon completion of open enrollment.

Challenges

- Migration of employees from existing voluntary (individual) critical illness plan to new voluntary (group) critical illness plan.
- Multiple shift environment making employee availability difficult to coordinate.
- Concerns about employees who could not attend a face-to-face enrollment session due to work schedules.



EVERY ENROLLMENT IS CUSTOMIZED TO AN EMPLOYER'S SPECIFIC NEEDS

Solution

- Recommended a materials only vision plan to enhance the existing "exam only" plan under the medical plan.
- Introduced a new voluntary benefits programs complementing the underlying company provided benefits. Implemented both face-to-face and service center enrollment methods for the initial re-enrollment in order to ensure maximum employee participation in new voluntary benefits.
- Enhanced benefits guide to include current year verbiage and new voluntary benefit information.
- Benefits Technologies enrolled employees who were unable to meet for a face-to-face meeting through a toll-free enrollment service center. Service center services included both inbound and outbound calls, recording and call stamping to ensure election integrity and quality control.
- Collected updated employee information and enrollment elections electronically to be delivered to all constituents (HRIS, Payroll, and Insurance carriers) in the specified file layouts.

Results

- The personal consultations via face-to-face and service center interaction increased employee awareness/ understanding of all benefit programs and ensured employees made informed benefit choices.
- 95.6% of employees enrolled in their benefits, including employees on LOA and vacation who could not participate in Open enrollment.
- 66 employees were smoothly transitioned by Benefits Technologies from the individual critical illness plan to the new group critical illness plan.
- Employer and employees were highly satisfied with overall enrollment process.
- All employees received confirmation statements outlining their new elections.

