



CASE STUDY

INDUSTRIAL SUPPLIES - 60 EMPLOYEES

Challenges

The client employs both union and non-union employees while offering varying level of benefits to multiple tiers of employees. With a significant portion of the population speaking Spanish as their native language, a second location residing out of state, and numerous truck drivers who spend their time on the road, the client was facing difficulties with both educating employees on the benefits available to them as well as enrolling them in their coverages. With any changes that needed to be made, employees were asked to complete paper applications that were often time returned to the HR staff late, incomplete, or illegible. The contributions made by the employer to the employees' benefits package was more than generous, but the employer did not believe the employees understood the full extent of the company's contribution.

Solutions

In order to provide easy access for both the employer and employees to their benefits, our firm set up Ease as a benefits administration system at no cost to the client or the broker partner. In exchange, the employer chose to offer worksite benefits to offset the cost of Ease and committed to scheduling each of the employees for individual 30 minute meetings with a member of our professional benefit counselor team. Through our affiliation with National Enrollment Partners we were able to bring in a bi-lingual benefit counselor to meet with all spanish-speaking employees, provide a local benefit counselor through another affiliate's office for the out of state location, and open our call center for traveling employees who were unable to meet at either location. Our enrollment team assisted the employees with the following:

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- ❖ Initiate the login process for Ease and provide a business card with login credentials for future enrollments
 - ❖ Validate employee and dependent profile information
 - ❖ Review all benefits including Medical, Dental, HSA, FSA, Worksite, etc.
 - ❖ Elect or waive all benefits
 - ❖ Provide a printed summary of benefits
 - ❖ Review a Total Compensation Statement

Results

The employer is now able to manage employee benefits online through Ease and employees can access and update information around their benefits at any time. All employees were educated on the benefits available to them and know how to log in to Ease for future enrollments to elect their coverages. Our firm provided training to the HR staff within the company and continues to provide year round support to assist the client in keeping Ease up to date with new hires, terminations or qualifying events. 64% of employees participated in electing either one or more of the voluntary benefits made available to them at this initial enrollment with our firm.