

CASE STUDY

Manufacturing



Client: Manufacturing
Number of lives: 500
Number of locations: 4

CHALLENGES

- CDHP participation was extremely low (6 enrolled)
- Enrollment system only supported transactions
- Majority of population is not tech savvy and HR had to support employees during enrollment
- Plan changes taking place and employee understanding was critical
- Operations pushes back when HR asks to take employees away from the job to do group meetings

SOLUTION

- Benefit Educators, LLC was brought in to:
 - Meet one-on-one with hourly workers to communicate changes and enroll employees directly into existing HRIS system
 - Benefit Enrollment Center was used for corporate and remote employees
 - Provide communications time complement existing benefit guide

RESULTS

- The transition from self-service to full-service enrollment worked extremely well

CDHP participants before	6
CDHP participants after	67

LTD participants before	78
LTD participants after	172

Critical illness participants	142
Accident participants	178

FEEDBACK

- Operations - Operations preferred the move from group meetings to one-on-one as it allowed the manufacturing process to continue (unlike group meetings).
- Human Resources - "Checking the enrollments as they come in and everything looks good! Today the counselors were running ahead of schedule. Wilson did a fantastic job of keeping the Educators on track and provided support as needed. We have received excellent feedback thus far that the Educators are a great asset to the entire process. I was also able to check in with FCA's Production staff and production has not been impacted at all. 100% pleased and singing your praises. Nice work!"