

# HEALTH & BENEFITS ADMINISTRATION

## SUCCESSFULLY TRANSITIONING RETIREES TO A NEW BENEFITS MANAGEMENT SYSTEM

### BACKGROUND

- World's largest diversified resources company, with significant positions in commodity businesses including aluminum, coal, and oil
- 41,000 employees working in over 100 operations in 25 countries
- Formerly administered health and benefits programs for retired employees internally

### GOALS

- Introduce a new, outsourced benefits call center and website to retirees who receive company-sponsored health coverage
- Encourage retirees to utilize the new benefit center's online and phone-based resources to manage their benefits
- Drive retirees to elect their benefits during Open Enrollment – especially critical since retirees who did not enroll would lose company-sponsored medical coverage permanently
- Clearly communicate significant and complex changes that had been made to the retiree health plan

### MERCER'S SOLUTION

- Fully-staffed call center trained to help retirees elect their benefits and answer questions
- Postcard introducing the new benefits center and explaining the convenient new process of making benefit elections; magnet with contact information included
- Enrollment kit mailed to retirees including cover letter and Benefits Decision Guide
- Letter signed by the new benefits center to build trust and establish consistency
- Letter and Guide clearly explained benefit changes, retirees' options, action steps, and deadlines
- Postcard sent to retirees after Open Enrollment began, reminding them that they must enroll by the deadline to continue coverage
- Supplemental, educational information on topics such as Medicare Part D provided to help retirees make more informed benefits decisions

### RESULTS

- 100% of retirees enrolled in their benefits during Open Enrollment using the new benefits center, either online or by phone
- Within the first hour on the first day of Open Enrollment, the benefits center received dozens of calls from retirees who had received the communications and were ready to elect their benefits

