

HEALTH & BENEFITS ADMINISTRATION

ENSURING A SEAMLESS EMPLOYEE EXPERIENCE FOR A FIRST-TIME OUTSOURCER

BACKGROUND

- A fast-growing, innovative provider of data storage and data management solutions, with over 5,000 employees in multiple locations across the US
- A strong commitment to providing a superior work environment for employees, repeatedly earning top positions on FORTUNE's list of "Best Places to Work"
- History of administering its health and benefit plans in-house

CHALLENGES

- Rapidly expanding employee population exceeded client's ability to administer benefits and provide employee support internally, creating a need to outsource their benefits
- As a first-time outsourcer, they required assurance that outsourcing would result in greater efficiencies and free up resources, allowing their team to focus on more strategic activities
- Wanted a seamless transition from insourcing to outsourcing to ensure a positive experience for their employees

MERCER'S SOLUTION

- Prepared thoroughly researched, comprehensive documentation for plan provisions, employee communications and administrative process flows to bolster client confidence and ensure a successful transition
- Established effective communication channels with client to ensure efficient information delivery and prompt decision making
- Conducted extensive call center training, which included establishing procedures for reporting back to client about any issues
- Held detailed requirement workshops to kick off project and work through issues and decisions early on
- Ensured project transparency through weekly status and governance meetings
- Leveraged Mercer's extensive outsourcing experience to provide consultative guidance and recommend best practices
- Offered health care claims advocacy service to provide additional employee support during any claims issues

RESULTS

- Delivered an on-time implementation with limited transition issues within an accelerated timeframe
- Identified potential issues early on and addressed them right away to ensure accurate data conversion
- Adopted numerous best practice recommendations to improve administrative efficiencies and enhance the employee experience
- Highly successful open enrollment period with a positive participant experience both online and through the call center
- Freed internal staff from cumbersome administrative duties, allowing them to focus on more strategic initiatives