

- Community Health of South Florida (CHI) is a group of medical clinics and pharmacies in South Florida. They operate as 12 distinct business units.
- 659 benefit Eligible employees

Enrollment in prior years was self-enrolled on ADP with very little employee education and engagement. There were also multiple carriers available for voluntary benefits outside of the ADP platform. This year's enrollment included elimination of some of the redundant carrier and benefit choices and a new group offering for voluntary benefits that were built on ADP. Ep6ix was brought in to provide communication and Benefit Counselor supported enrollment of the core benefits and the consolidation of the voluntary benefits. Benefit Counselors were available onsite and through call center as part of an active enrollment.

Challenge: Client felt employees did not understand their benefits and therefore many were either over insured or under insured.

SOLUTION AND RESULTS



- Assisted employees with enrollment in the ADP platform including medical, dental, vision, Basic and Vol Life, STD, LTD, critical illness, accident & hospital.
- Assisted employees with enrollment in the Enroll Confidently platform for a permanent whole life.
- Trained and prepared 11 Ep6ix Benefit Counselors to support core enrollment leveraging ep6enroll.app.
- Provided bilingual education and support for non-English speaking employees.
- Provided custom communication plan including branded posters, video, text and branded html emails.
- ***Click on or scan the QR Codes to access poster and video**
- Delivered all enrollment data to carriers and TPA's in their custom file layouts in order for employees to have their medical cards in time for 1/1/25.
- Enrollment solutions included branded landing page with links to schedule a consult with a Benefit Counselor onsite, through the call center or using a screenshare meeting.
- Case Management and reporting included Benefit Counselor feedback reports and daily "Scheduled", "Completed" and "Not Yet Scheduled" report to client.
- Continue post-enrollment with the management and onboarding of new hires.

Poster



Video



- **430** Employees completed open enrollment
 - 130 of those employees completed their open enrollment with a Benefit Counselor
- **41 of 42** employees gave their Benefit Counselor 5-stars ★★★★★
- ***Click on or scan the QR Code to access Benefit Counselor Ratings**
- **93%** of text messages successfully delivered to employees

Ratings



ENROLLMENT BY THE NUMBERS



VOLUNTARY BENEFITS

- Accident, Hospital, Critical Illness with Cancer



- **409** enrolled policies



WHOLE LIFE & CHRONIC CARE

- Permanent Whole Life



- **33** enrolled policies

TOOLS TO ENHANCE VALUE & SUBSIDIZE COST

ACTIVE ENROLLMENT

Active enrollment requires all benefit eligible employees to make elections of their benefits for the current year. These enrollments were supported with a Benefit Counselor option or through self-enrollment on the ADP platform.

VOLUNTARY BENEFIT OFFERING

Introduction of 2-3 worksite or voluntary benefits to be offered.

WHOLE LIFE

Introduction of a whole life option for employees on a voluntary basis.