

- Behavioral Health – Residential and Outpatient Services.
- 19 locations in FL, AL and NJ.
- 874 benefit eligible employees.

Enrollment in prior years was on Paycom with very little employee education and engagement. This year included a new broker, and carrier and plan design changes for the medical, life and group STD along with an introduction of critical illness, accident, hospital and Whole Life. With limited time to build out Paycom the client was without a platform to enroll the medical, new ancillary lines and the new voluntary benefits. Ep6ix provided a platform solution through Enroll Confidently with all core, ancillary and voluntary benefits built out that included enrollment files to all carriers and delivering the data back to Paycom for it to be ready starting in January after open enrollment... ALL IN UNDER 2 WEEKS. The client also elected to have Ep6ix Benefit Counselors assist all employees as part of an active enrollment, onsite and call center, to facilitate education of the new medical plans along with the new voluntary benefits.

**Challenge:** Client needed a platform solution last minute and education of benefits alongside carrier and plan design changes for the medical, ancillary and voluntary benefits.

## SOLUTION AND RESULTS



- Assisted employees with enrollment in Enroll Confidently platform including medical, dental, vision, FSA, critical illness, accident, hospital and whole life.
- Trained and prepared 19 Ep6ix Benefit Counselors to support core enrollment leveraging ep6enroll.app.
- Provided custom communication plan including text messages, custom branded HTML emails, videos, schedule tool, and more. **\*Click on or scan the QR Codes to access poster and video**
- Utilized ep6enroll.app for communication and case management including Benefit Counselor rating reports and Daily "Scheduled", "Completed", and "Not Yet Scheduled" reports to the client.
- Delivered all enrollment data to carriers and TPAs in their custom file layouts in order for employees to have their medical cards in time for 1/1/24.
- Delivered all enrollment and demographic data to Paycom post enrollment for Paycom to continue as the system of record ongoing, including moving the Voluntary Benefit Carrier plans to Paycom.

Poster



Video



- **89%** of eligible FT employees completed enrollment with a Benefit Counselor
- **97%** approval rating of Benefit Counselors by employees
  - **144 of 153** employees gave their Benefit Counselor 5-stars ★★★★★
- **93%** of text messages successfully delivered to employees

Ratings



## ENROLLMENT BY THE NUMBERS



### VOLUNTARY BENEFITS

- Accident, Hospital & Critical Illness
- **469** enrolled employees



- **\$ 248,247** in Annual Premium
- **\$61,624** in Broker Commission



### WHOLE LIFE & CHRONIC CARE

- Permanent Whole Life
- **296** enrolled employees



- **\$184,556** in Annual Premium
- **\$66,525** in Broker Commissions

## TOOLS TO ENHANCE VALUE & SUBSIDIZE COST

### ACTIVE ENROLLMENT

We define active enrollment as at least 75% of eligible employees completing enrollment with a Benefit Counselor. We can subsidize communication and enrollment platform for up to 2 years with voluntary benefits & active enrollment.

### 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.

### ANCILLARY BENEFITS

Ep6ix secured an override on the ancillary lines for ER paid basic life, Voluntary supplemental life and group voluntary STD through New York Life to fund platform and data file delivery.