

- High-end restaurant group
- 1,600 employees
- Employees in 6 states
- Employees with varying hours

This was a new client that was looking to add voluntary benefits to the overall package. The client has approximately 1,600 employees in 7 states with about 450 on the medical. This case was won from a prior broker who had provided no technology and no open enrollment support. Only two HR people who in past would travel to locations for OE. We wanted to provide additional technology as UKG was not working well, provide group product VB through Aflac, and increase employee education and assist HR with their open enrollment process.

*Client had employees completing enrollment using a **paper election form***

SOLUTION AND RESULTS



- Built and deployed Employee Navigator as the BenAdmin with UKG system as payroll
- Through Ep6ix Aflac underwriting offer, provided GI products
- Ep6ix team advised on the ENav build and integration capabilities with UKG
- Ep6ix conducted detailed discovery with broker and client regarding benefits, workforce and challenges
- Ep6ix created a detailed project timeline, designed and provided a custom communication plan with scripted client messaging including custom videos, text messaging and voicemails.
- Supported core enrollment with Ep6ix certified benefit counselors as part of virtual enrollment with counselors available from 9am to 9pm via screenshare meeting or dedicated call center line.
- Counselor availability was expanded to include weekends for maximum convenience
- Created a new hire onboarding enrollment and education process for post enrollment



- **92%** of text messages successfully delivered
- **535** employees completed enrolment with a benefit counselor
- **100%** of employee feedback ratings were 5-stars ★★★★★

ENROLLMENT BY THE NUMBERS



VOLUNTARY BENEFITS

- Accident, Hospital, CI & STD
- **832** enrolled certificates

Added approximately 100 participants to the Health Insurance

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.

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