



Complex Enrollment Made Simple

QUICK FACTS

INDUSTRY
Manufacturing



LOCATION
Multi-state



OF
EMPLOYEES
800



The Problem

The client has manufacturing plants in five different states with employees represented by several different unions. This creates a level of complexity when attempting to implement a smooth and consistent enrollment process due to multiple plans, employee groups, and a manual process. The client was planning to introduce new benefit plans and had a very limited window to implement an enrollment process.

The Solution

SES utilized its expertise in system design and enrollment process to build a complex benefit administration system based on multiple unions and contracts. They used a combination of technology solutions and high-touch enrollment counselors to ensure a consistent process and high engagement at each location.

The SES team had weekly calls with the client, broker and carrier representatives to ensure timelines were met and risks were mitigated. SES conducted extensive training for the HR team and developed an enrollment template for each location for reporting. SES provided the client with experienced enrollers who understood all the plans at each location. To ensure 100% participation in open enrollment, the SES call center followed up with each employee who missed the in-person enrollment opportunity.

The Results

SES was able to implement their solution in just **three weeks** and enrolled **100% of benefit eligible employees in 10 business days.**

The client achieved participation rates in their voluntary benefit plans that were significantly higher than in previous years. 45% of employees enrolled in the Accident Plan and 38% enrolled in the new Critical Illness Plan.

The client received excellent feedback from their HR teams saying, "The enrollment specialist assigned to our location was **extremely knowledgeable, professional, and friendly.** Our employees were **very happy** with the process this year." Another HR Generalist stated, "The process this year ran really smoothly and **made my job easy.**"

Technology and flexibility, combined with knowledgeable professionals, made this complex, multi-state enrollment process run seamlessly with outstanding results.