



City of Grapevine

A Seamless Retiree Medicare Implementation

RetireeFirst

City of Grapevine

Challenge

The City of Grapevine had outsourced retiree healthcare benefits administration to a third-party administrator (TPA). However, the TPA only provided billing functions—it did not perform member outreach, advocacy, or educational services. Due to member concerns about potential issues with outsourcing again, the City of Grapevine staff and its retirees were hesitant to make the switch to another TPA.

Administering retiree healthcare benefits is an extremely time-intensive, ongoing process. Grapevine staff needed a partner that could handle all administrative tasks and provide superior member service, including enrollment implementation, issue resolution, and plan education.



City of Grapevine

Challenge

The City of Grapevine was challenged by the significant labor hours and associated costs devoted to administering healthcare benefits for approximately 200 retired employees.

These administrative tasks included assembling and mailing member information packets, handling the large volume of retiree questions and issues, reviewing plan benefits with members, billing, and providing ongoing member communications.



City of Grapevine

Solution

Upon the recommendation of its benefits broker, the City of Grapevine selected RetireeFirst to transition its retirees from a Medicare Supplement plan to a Medicare Advantage plan. Additionally, the City utilized RetireeFirst's Retiree Advocacy Services for member communications, advocacy, and plan education.



City of Grapevine

Solution

RetireeFirst reviewed plan options and an implementation timeline with City representatives. Upon finalization, City staff sent letters to members explaining RetireeFirst's critical role in implementing the plan, educating members, and serving as the sole caregiving point of contact for questions and issues.

RetireeFirst Advocates then conducted written and phone outreach to educate members on all plan design and enrollment details. Additionally, they provided members with a dedicated phone line and team of Advocates to contact for questions or issues regarding their plan.

“Being able to pass benefit administration to RetireeFirst has been a huge help. They do patient advocacy, they educate the retirees, they do outreach, which is huge. They are there to support the retirees. I didn't really have to lift a finger. I would highly recommend working with RetireeFirst.”

Rachel Gent

**Benefits Manager
City of Grapevine**

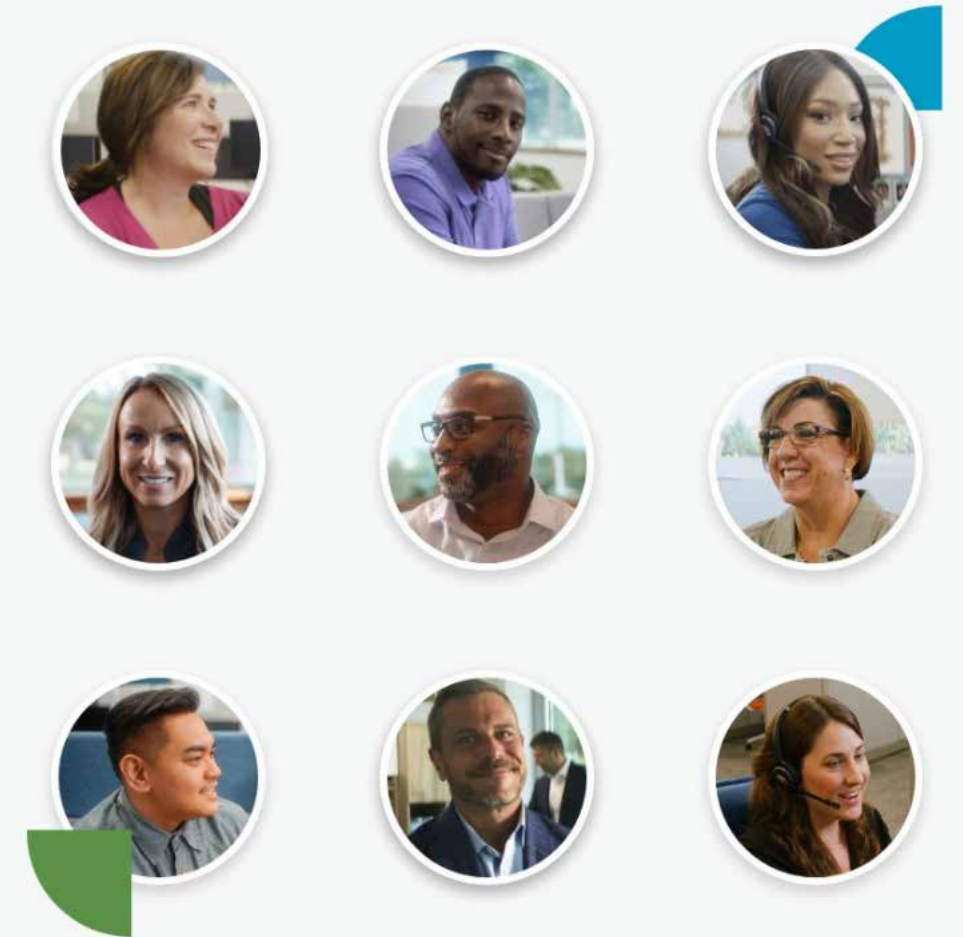
City of Grapevine

Solution

“I’d definitely recommend RetireeFirst, and I’ve referred them to other cities. They make the process easy. We were scared to make another change because we made one years ago and we got a lot of negative feedback about it. But once we did select RetireeFirst, we’ve been very happy with them. Our retirees have been happy, and we would certainly recommend them to any company out there.”

Melanie Hill

Assistant Human Resources Director
City of Grapevine



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Results

By handling member communications, enrollment, advocacy, and education, RetireeFirst lightened the administrative workload for City of Grapevine staff, freeing them to focus on additional priorities.

The City's retirees experienced a superior level of service and communication from the RetireeFirst team. RetireeFirst Advocates provided personalized member support and proactive, same-day resolution of issues that arose.

Members commented on how happy they were with the dedicated service and how much knowledge they gained about all components of their Medicare plan.



About RetireeFirst

We are the premier Retiree Benefit Management provider, enhancing the experience and outcomes for group plan sponsors and their retirees. We provide an end-to-end solution built on three pillars: Strategy, Support, and Advocacy, and partner with brokers, consultants, and clients to meet their unique needs—ultimately reducing costs while preserving group retiree benefits.

To learn more, contact sales@RetireeFirst.com



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Preserving Retiree Healthcare.

Ensuring Peace of Mind.