

Empowering Retirees with Enhanced Benefits

Partnering with a Leading University to Improve Experience & Outcomes

RetireeFirst

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Challenge

Supporting nearly 300 retirees, the University offers one of higher education's most comprehensive retiree benefits packages for its faculty and staff. Previously, the University relied on its insurance carrier to field questions from retirees about their benefits. However, there were some issues with the carrier's ability to do so, and retirees began contacting the University's HR team.

The HR team was not equipped to answer intricate Medicare plan questions, and the influx of calls led to a significant administrative burden on HR staff. Additionally, the lack of answers and issue resolution for members led to their frustration and angst, as they couldn't properly navigate their well-earned benefit plans.

As a result, the University recognized that it needed a partner who could assist with three core challenges: 1) Reinvigorating its plan design to maximize benefits and minimize costs; 2) Researching and implementing prescription benefits plans to ensure retirees' needs were met; and 3) Deploying deep retiree benefits expertise and compassion to ensure retirees were comfortable with changes being made to their plans.

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Solution

To help see this transition through and fully support the University's retirees, the school turned to RetireeFirst's HealthcareConnect, an end-to-end Retiree Benefit Management solution, and MemberFirst, a world-class advocacy program dedicated to helping members navigate the complex Medicare benefits landscape.



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Solution

To begin the process, RetireeFirst met with University faculty, staff, and the HR team to assess their specific needs. The RetireeFirst team then conducted a market analysis to develop multiple prescription drug plan options that would optimize the University's spend without sacrificing its retirees' benefits.

The team presented these options, and once the school decided on its new offerings, RetireeFirst collaborated with the University to implement and effectively communicate the changes to retirees.



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Solution

Through written communications and live presentations, the RetireeFirst team walked retirees through the plan's details, ensuring to address any complexities or questions.

Simultaneously, RetireeFirst connected the University's retirees with its team of Advocates—experts dedicated to helping retirees navigate the complex healthcare landscape—to answer any questions regarding the plan change and ensure a smooth transition to the new plan.

“RetireeFirst Advocates speak to retirees in a professional and empathetic matter, understanding that our retirees might not have the knowledge of the plan design.”

University's Benefit Consultant

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Results

In over five years of partnering together, RetireeFirst continues to serve this University, helping its retirees through every step of the journey—from enrollment to ad-hoc questions about plan benefits, including what prescriptions are covered and how to utilize home delivery.

Due to these strong results, the University has expanded its partnership with RetireeFirst by having RetireeFirst manage its Medicare Advantage plan design and administration.

RetireeFirst provided superior value in several areas:



Significantly reduced the administrative burden on the University's HR department



Expanded coverage of the University's retiree prescription benefit, while aiding in reducing costs



Delivered increased retiree satisfaction

RetireeFirst

Services

RetireeFirst offers a full range of services, including:

HealthcareConnect

Delivers an end-to-end Retiree Benefit Management solution that helps plan sponsors design, implement, manage, and administer group retiree healthcare benefits.

MemberFirst

Delight your members with first-class advocacy and benefits navigation.

MemberCare Connect

Help your retirees take ownership of their health and improve wellness.

To learn more, contact sales@RetireeFirst.com

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1000 Midlantic Drive, Suite 100, Mount Laurel, NJ 08054



Preserving Retiree Healthcare.

Ensuring Peace of Mind.