

New England Electrical Workers

How RetireeFirst's Unique Service Model Supports Retirees

RetireeFirst

Challenge

Donald, a retired electrical lineman and member of a New England labor union, faced a serious health crisis when a doctor's visit escalated to a hospital stay, followed by three days on a ventilator and time in rehab.

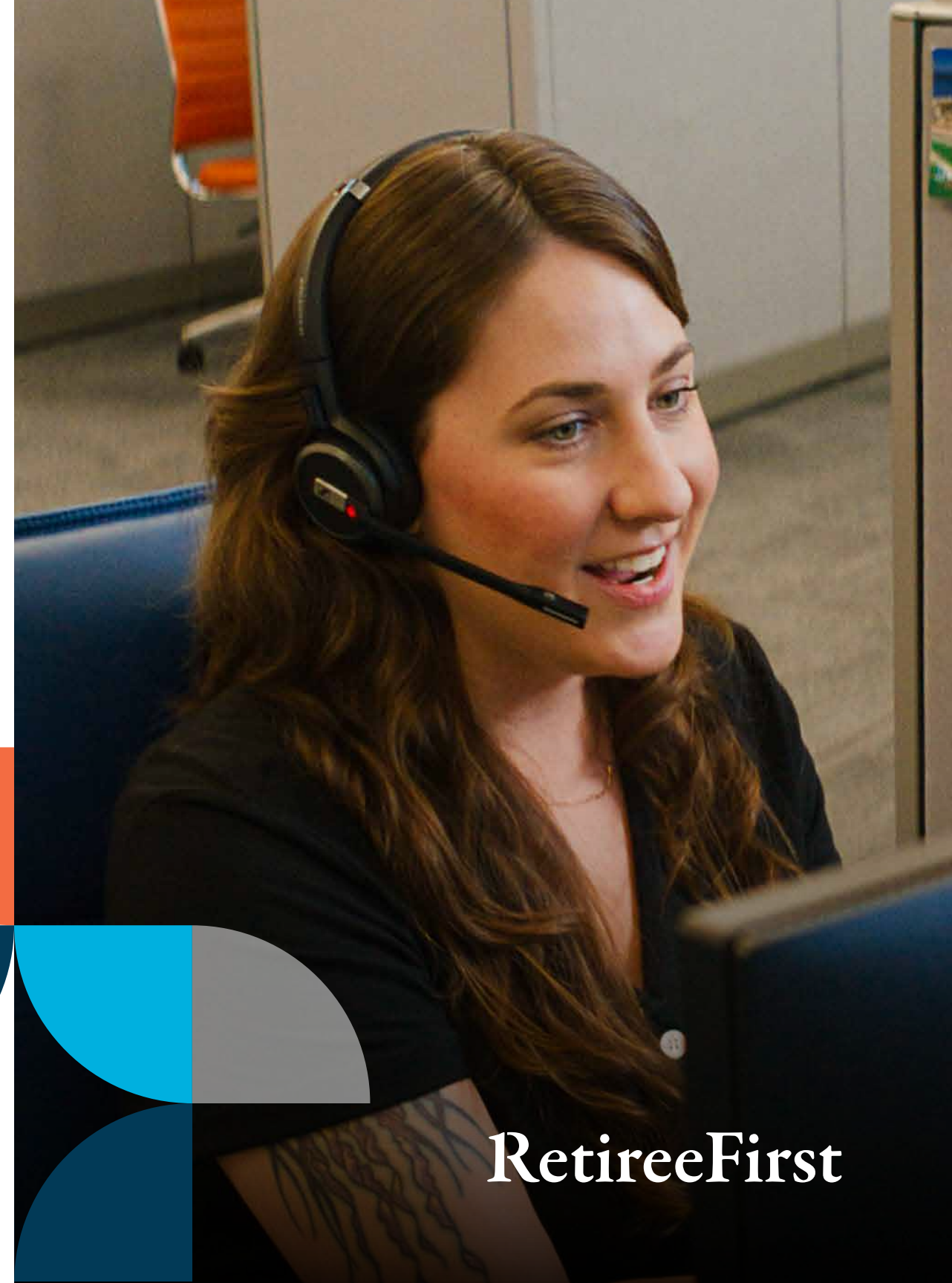
To make matters more stressful, this all happened while Donald and his wife, Patsy, were transitioning to a new insurance plan. Donald was left waiting in the hospital for four days while insurance issues were sorted out. Patsy felt overwhelmed, unsure how to manage the complexities of her husband's care during the insurance change.



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Solution

Jennifer, an Advocate from RetireeFirst, stepped in to help Donald and Patsy during this difficult time. As a Medicare expert, Jennifer handled the confusion with insurance and ensured that Donald received the care he needed without further delays. She regularly checked in with the couple, offering support to relieve the stress they were facing.



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Solution

Jennifer's compassionate, personalized approach quickly created a strong bond with the couple. Over the years, that bond has only deepened, with Patsy feeling comfortable reaching out to Jennifer with any issues that arise.

Donald and Patsy affectionately refer to Jennifer as their "Daughter from New Jersey." They send her care packages, holiday gifts, and even treats for her dog, Bandit. Jennifer proudly displays their cards and photos in her cubicle, showing the personal connection she's built with them.

"I treat our members like I would my own parents. I want to protect them and ensure they have everything they need," says Jennifer.

"Jennifer is extremely helpful. I can tell she really cares. She's a friend we can depend on. I'm so glad that Donald's union provides this kind of help."

Patsy McCombe

Member

New England Electrical Workers

Results



Personalized Support Enhances Member Experience

RetireeFirst's Advocates like Jennifer build meaningful relationships with retirees, providing tailored assistance that fosters trust and reliability.



Expert Advocacy Simplifies Complex Healthcare Navigation

With expert guidance, members can confidently navigate insurance and healthcare challenges, alleviating stress during critical times.



Continuous Care for Long-Term Wellness

The commitment to ongoing assistance ensures retirees have a dependable resource for all their healthcare needs, promoting lasting peace of mind.



Empathy at the Core of Service

RetireeFirst prioritizes compassionate care, treating members like family and reinforcing community ties that enhance overall wellbeing.

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.