

Lifting the Administrative Burden

City of Grapevine Experiences a Seamless Retiree Medicare Implementation

RetireeFirst

Lifting the Administrative Burden

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.



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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.



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Solution

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



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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**

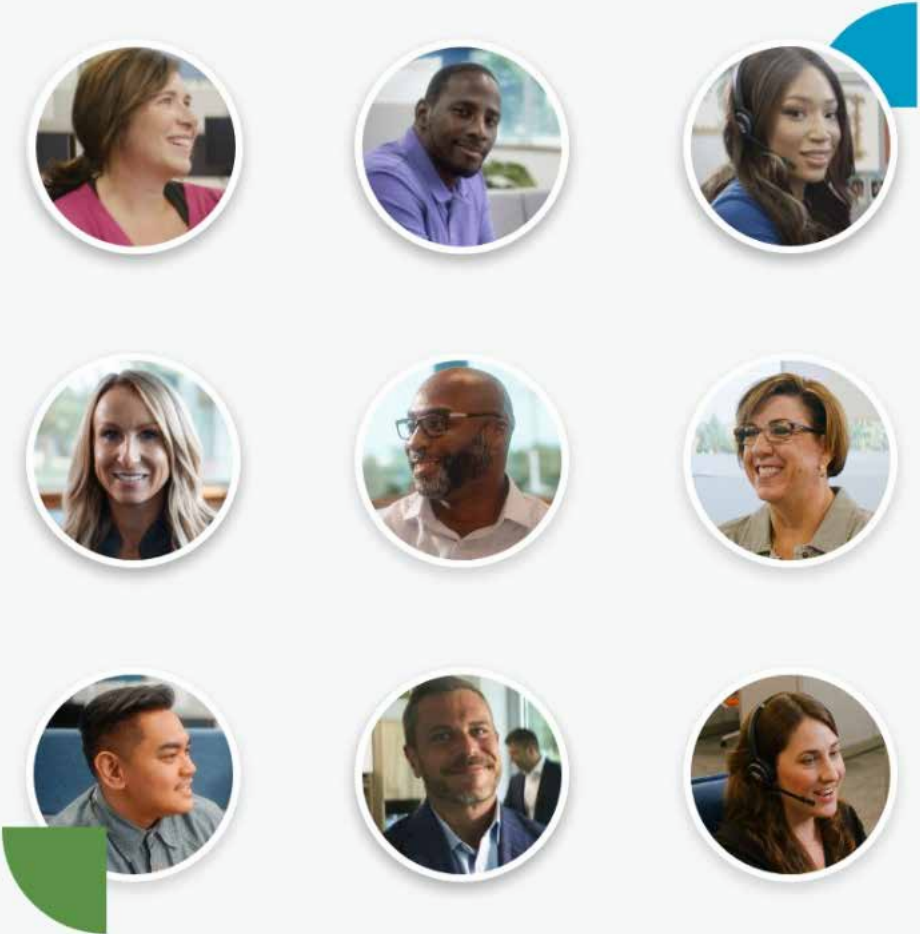
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Solution

“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 removed a significant administrative burden off 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.



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

RetireeFirst

RetireeFirst.com

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Preserving Retiree Healthcare.

Ensuring Peace of Mind.