



MAPD Plans for Chicago Police & Fire

**RetireeFirst and Source 1 Benefits
Retiree Healthcare Coverage Solution**

RetireeFirst



RetireeFirst and Source 1 Benefits Successfully Provide Medicare Advantage Plans to Chicago Firefighters and Police Retirees

Challenge & Solution

In 2017, the City of Chicago eliminated all retiree healthcare coverage. The Chicago Fire Fighters Union – Local 2 and the Fraternal Order of Police Chicago Lodge No. 7 needed to find a solution that would provide medical coverage along with prescription drug coverage for the retirees and their spouses.

RetireeFirst teamed up with Jack Byrnes from Source 1 Benefits in Chicago to provide high and low Group Medicare Advantage (Medical & Rx) plans for all Retired Medicare Eligible Members and Spouses of the group. The high plan benefit was designed to mimic the in-force plan design and was offered at a comparable monthly premium to the Members' existing monthly cost-share contribution. Through various enrollment methods, including face-to-face, phone, mail-in, and online, a total of 6,500 participants were enrolled in the plans.

Post-enrollment satisfaction surveys were conducted and received feedback from 70% of the population, resulting in an overall satisfaction rating of 9.9 out of 10. These numbers showcase the success and positive impact that RetireeFirst and Source 1 Benefits had on providing quality healthcare options to this large group.

Results



Member Choice with Plan Options

Members had a choice of both high and low Group Medicare Advantage (Medical & Rx) plans. The high plan benefit was designed to mimic the in-force plan design and was offered at a comparable monthly premium.



6.5k Enrollments with Seamless Transition

Through various enrollment methods, including face-to-face, phone, mail-in, and online, a total of 6,500 participants were enrolled in the plans.



Highly Satisfied Members

The post-enrollment satisfaction member survey numbers showed a high level of satisfaction with the overall rating of 9.9 out of 10. The client was pleased with the results and the positive impact on its members.

"RetireeFirst's Advocates are a shining example of exceptional service. They go above and beyond to advocate for our members, ensuring that any problems are solved, follow-ups are done, and the loop is closed. With RetireeFirst, members have a dedicated advocate on their side who always puts their best foot forward to make them shine. The value of working with RetireeFirst is clear - you get access to quality people who are committed to working on your behalf. We receive feedback all the time from our members, and it's clear that the Advocates are making a significant impact."

Jack Brynes

Source 1 Benefits

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.