

Mercer Marketplace 365+ helps Texas Heart Institute manage cost increase and boost choice

Texas Heart[®] Institute (THI) is a small 501(c)(3) that strives to reduce the devastating toll of cardiovascular disease through innovative programs in research, education and improved patient care. As THI was transitioning into its own nonprofit entity from a larger organization, it needed to retain its world-class talent and knew affordable, more valuable benefits would help.

But cash was tight. THI couldn't tolerate big swings in annual healthcare costs. Its roughly 200 employees, who include tenured research scientists as well as recent graduates, needed more flexibility and choice, which would require benefits as innovative as THI's own world-renowned cardiovascular programs.

Key challenges

- Offer affordable benefits to employees in a range of life stages
- Create greater benefits value beyond its medical-only option
- Ensure a smooth transition
- Drive cost predictability while balancing risk and cost

Mercer Marketplace 365+ solution

Mercer and THI together created a customized Mercer Marketplace 365+ solution that offers:

- More choice from a broader plan selection for all employees, including those with tenure for whom keeping their established doctors is important, as well as access to flexible spending accounts and other ancillary benefits
- Best-in-class enrollment through the platform's online, intuitive technology to keep the process smooth and efficient, which has been critical for employees and the newly formed HR team.
- Valuable choice by offering a range of medical, dental, vision and other voluntary benefits so employees can decide what best fits their needs. Recent additions include identity theft, legal assistance, critical illness and, importantly, the THI Mercer Marketplace 365+ HUB, which gives employees access to price comparison tools, the ability to search for the best quality care, patient advocacy and expert medical options.
- Licensed benefits counselors in the dedicated contact center who answer questions and help employees understand their benefits to make informed choices.

Results

With Mercer Marketplace 365+, THI has:

- Lowered premium increases from 10% to less than 4%
- Expanded benefits choices with options important to its employees
- Increased the value of benefits by bundling dental and vision with medical at a lower cost
- Gained more predictable health and benefits costs

THI also gained a partner in Mercer who creates effective communications, works with vendors to streamline administration and eased the move to a new platform.

About Mercer Marketplace 365+

Mercer Marketplace 365+ clients have the advantage of scale with the flexibility they need bundled into a future-ready solution that helps employees live healthier lives, simplify their healthcare experience, and save money along the way.



Mercer is always advocating for us. The team did everything it could to make the transition as smooth as possible, and it went very well.

— Janell Wong,
Human Resources Manager,
Texas Heart Institute

