

Mercer SmartConnect

Navigating Medicare is tricky and presents a common set of challenges:



For employees age 65+ still working who may not know that Medicare may be an attractive alternative to their employer plan



For retiring employees who need a smooth transition into retirement



For HR departments who don't have time or resources to help

How Mercer SmartConnect can help

Developed as a co-innovation initiative with Mercer clients, Mercer SmartConnect brings value – **at no additional cost.**

Benefits for employees



Access to online education materials on retiree healthcare and enrollment assistance through a trusted source



Medicare concierge to provide personalized recommendations and seamless enrollment through a trusted source



Ongoing support to help utilize their Medicare plan once enrolled

Benefits for employers



Boost the employee value proposition throughout their entire employment journey



Ensure employees have a **smooth transition to retirement**



Explore potential **cost savings** and **support HR** teams by reducing burden of answering Medicare questions

Pilot with over 14K Medicare eligible employees showed exceptional results

SmartConnect Net Promoter Score is higher than industry averages and top companies

Net promoter score

83

Amongst enrolled employees

40% of people who contacted SmartConnect ended up enrolling in a Medicare product

NPS of top companies:

Apple: 49 | Google: 53 | Amazon: 54

NPS of related industries:

Health insurance: 19 | Software & apps: 28 | Online shopping: 45

Mercer SmartConnect helps employees understand their Medicare options...

My agent was very helpful, explained everything and had me signed up for the perfect insurance.

I learned more from my agent than everything I had read on Medicare and coverage.

...and improves the employees value proposition

I am so pleased that our company gave us the option to use SmartConnect.

It feels good to know that my company cares.

Contact us to learn more about Mercer SmartConnect.