

Mercer's multiple employer solutions case study

Regional mid-market PEO wanting to streamline open enrollment and find operational efficiencies for their master health program.



challenges

- Finalization of renewals into early November
- Worksite employers making decisions in late December
- Delayed setup for the new year
- Inefficient workflow, resulting in higher indirect costs

actions

- Coordinated with the carrier, underwriting technology, and the PEO to ensure timelines were met
 - Onboarding
 - Underwriting
 - Renewals
 - Vendor Evaluation
 - Negotiations
 - Approvals
 - Communications
 - Open Enrollment
 - Post-enrollment
 - Launch of 2021 plan
- Moved up renewal timeline completion a full month
- Streamlined productivity by working in sync with all parties resulting in a process of accountability and transparency

results

- Improved employee experience with ID cards in hand well in advance of new plan year
- Early delivery to clients
- Early delivery of enrollment data to vendors
- Enhanced worksite employers contribution and decision support tools
- Increased client retention and enhanced the worksite employer and employee experience



I'm very impressed with the work you and your team have done to kickoff this renewal. Not only from a numbers standpoint, but I felt like our carrier hit the mark with what we wanted to see for an initial meeting. In the years past, we seemed to waste a lot of time in the first few meetings and we never hit the mark with deadlines.

Executive Director of Operations

Getting the Open Enrollment done this soon will be huge...Thank you so much. This is my 11th Open Enrollment and this has been the smoothest so far.

Benefits Manager

This was my 20th Open Enrollment in the PEO space and you guys did a fantastic job. I would put this Open Enrollment at the top of the list from an operations experience standpoint. The Mercer team was on point with dates, deliverables, and expectations. Last year we didn't even have rates on 11/11. You guys really did a fantastic job!!!

Executive Director of Operations



Contact us to learn more.