



A highly respected company in the financial industry that works tirelessly to ensure that the benefit needs of their field are met with the highest standards in place. Their success falls heavily on their agents in the field and they know the benefits decisions they make need to be top to retain their talent.

The financial representatives build lifelong relationships with clients and help create and carry out their financial security plans. Since they provide superior service to their policy owners, they expect superior service in return from their Field Benefits team and all of their vendor partners.

Customer service is a priority, and this is why they turned to **eni** and BalanceBenefits.

Challenges

- In this business, time is money. They can't afford to take time nor do they want to take the time to research questions about their claims and benefits.
- After introducing a completely redesigned benefits package, there was an increased need for advocacy and re-education.
- Lacked demographic information about their total employee population
- Experienced difficulties in communicating benefits information to their employee population
- Needed to provide better benefit support to their Field Representatives

Results

- **96% increase** in Health Advocacy requests
- **28% increase** in utilization
- **\$500,000.00** healthcare dollars that members avoided spending
- **Improved understanding** of all employer sponsored benefits.



Our client has demonstrated that by providing improved benefit communication and engagement, through BalanceBenefits, its mobile platform, and 24/7 call center support, HR can achieve increased overall employee satisfaction and retention.

In this day in age there are not a lot of good people on the phones and you and a co-worker have gone above and beyond for me at every turn.

In this situation, I would normally be so frustrated, but I know that I have you advocating for me and that gives me peace of mind.

I thank you so much for staying on top of my case and following up with me so regularly."

- Satisfied Customer



Solutions

Benefit Access - Get immediate access to all of your benefits whenever and wherever you need through *BalanceBenefits*.

By providing a company like **eni** to their field agents, our client has shown that they value their agents' time, and that the complicated nature of benefits means that having a trusted advocate to help is necessary. *BalanceBenefits* has delivered the premium platform for the ultimate employee experience.

Mobile Technology

Our client implemented an integrated benefits platform consisting of multiple touch points, including a mobile app and a benefits call center. This platform features high level concierge service, medical benefit support, 24/7 availability, a seamless user experience regardless of location, and mobile notifications and alerts for ongoing engagement and communication.

Health Advocacy & Enrollment Support

eni has experienced professionals who will help the agents and staff in the field by taking detailed information from the client, and then freeing them up to do what they do best, so that we can do what we do best and get them the answers they need. Many times this is done on the first call without follow-up, however, some questions result in additional research that needs to be done, and this is where they really see the customer service and value we add.

When an agent reaches out to us for help, aside from researching medical claim issues, our Benefits Specialists educate the client so they can make informed decisions when choosing their plans. Now our client is able to see how health advocacy can actually benefit them as well, because it can actually bring health insurance costs down as employees become more knowledgeable about health care.