

Seamless, efficient and effective

Implementing a new group life plan provides the opportunity to streamline processes, update technology, improve service, increase participation and make plan design changes. We understand the importance of a positive implementation experience and put a team of experts at the disposal of new clients to ensure the seamless, efficient and effective transition of your plan.

Seamless transition

“The plan was implemented within a very short time frame, and executed very smoothly with no problems!”

Ideally, the transition from one group life plan to another is transparent: nothing “falls through the cracks” and effort on the part of the employer is kept to a minimum. We begin by introducing each client to a hand-picked team of experts who becomes immersed in the client’s plan design, service expectations and culture. This team develops and works from a detailed action plan covering all phases of the implementation — from enrollment through billing and beyond. At any point in the process, the client will know which steps are in progress and who is responsible for carrying them out.

We survey each client following implementation to ensure expectations were met. In 2007, 100 percent of our clients were “satisfied” or “very satisfied” with the implementation of their group life insurance plan, and would recommend us to another company.

Efficient

“I have not worked with any group as competent and responsive as the people with this carrier. It is a pleasure working with them.”

We take responsibility for each step of the implementation process — the client makes decisions, we do the work. While making sure no element of implementation is missed, our teams also understand that each client has unique needs and remain flexible to handle any questions or requests as they arise.

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Effective

“Their services have reduced the amount of time we spend on administrative follow-up.”

It is our practice to offer new clients the latest service capabilities developed for existing clients. We employ technology solutions that stand alone or can replace or be integrated with existing systems to enhance service, improve plan communication and participation, and/or reduce a client’s workload.

Our leading-edge solutions include:

- Personalized and targeted enrollment communication
- Online self-service for employee enrollment, evidence of insurability, paramedical scheduling, account and beneficiary management
- Online self-service for benefits administrators for plan design, dynamic reports, forms underwriting, claims submission and status

By applying the best practices gained from hundreds of successful implementations, we consistently earn 100 percent satisfaction ratings from new clients.

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