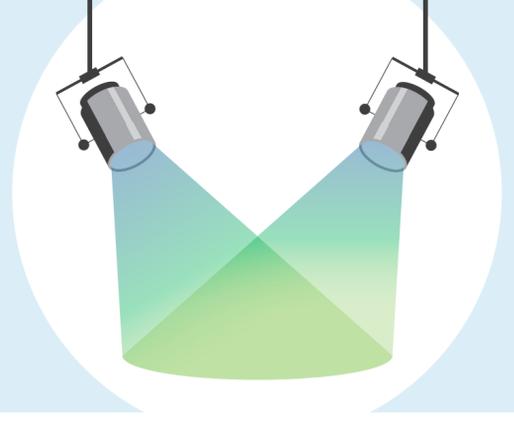


LIAZON LIMELIGHT



Andrew Pung

Benefits Administrator
WestCare

Industry: Non-profit – Health and Human Services

Location: Headquartered in Las Vegas, serving 17 states and 4 U.S. territories

Employees: 1,350

Providing a wealth of services from help for substance abuse to domestic violence treatment and prevention, this non-profit's employees give back every day. Andrew's personal mission? Find a way to give back to these employees who give so much of themselves. That way was a benefits marketplace for active employees.

Moving upward

From here...

One-size-fits-all

Prior to the marketplace:  Only one Medical plan was offered using paper enrollment for 22 regional entities.

“ There was a lot of upside for us in moving to a marketplace.”

To here...

More choice



with HRA

A choice of 4 Medical plans plus new ancillary benefits:

-  Pre-paid Legal
-  ID Theft Protection
-  Telemedicine
-  Hospital Indemnity



Nearly half of our employees chose a plan that was different than what they had the previous year...



And **38%** picked a less costly plan, which saved them money.

A helping hand

Increased support

We spent a lot of time preparing employees for what to expect through emails and live and recorded webinars.

I had tons of support from Liazon and felt our employees were in good hands.



Easier administration

The system enabled smooth coordination with our payroll vendor, much better than the experience we had using another platform.



Even our non-U.S. based employees were able to take advantage of new benefits through the marketplace.

A+ customer service



Everyone seemed to understand the importance of choosing their own benefits – and the increased choice made all the difference.”

I was happy with the access we had to Liazon's Employee Service Center because our employees could get all of their questions answered, most of which were technical in nature. And that meant less calls for me!



Positive change

Employees were satisfied*



95% of employees were satisfied with the marketplace

87% found the recommendation helpful



82% valued WestCare's contribution more



Leader to Leader

As a non-profit, we just don't have the means to pay our employees as much as we'd like to. But with a little creativity in thinking about how to manage our benefits, we felt like we could give them more through the marketplace. They do good work; they deserve it.



Creativity in benefits adds to total compensation.

Liazon Limelight shares noteworthy stories of forward-thinking HR and Benefits professionals who are leading the charge toward a better system of employer-sponsored benefits. If you know someone who fits the bill and has had success with a Liazon-powered exchange at their company, email us at LiazonLimelight@Liazon.com so we can feature them in an upcoming installment.

* Based on Westcare's 2017 employee survey