



WE ARE PROUD  
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## CITY OF MISHAWAKA: A SUCCESS STORY

### What was your company's challenge/situation?

The City of Mishawaka was part of a municipality trust and their medical benefits were not working well. We contemplated going back to being self-insured but needed a broker partner to confirm the decision. An RFP was sent and Gibson responded with the best proposal and most detailed scope of work. It was a no brainer decision to hire Gibson. We needed help and they inspired so much confidence.

### What part did Gibson play to get this back on track or in line with your goals?

Everyone deals with rising healthcare costs, but every year Gibson comes to our renewal with multiple options for savings. Two years ago, Gibson recommended that we exclude our specialty drug program from our benefit plan. We were introduced to a vendor that provided a solution for paying for the cost of the prescriptions for their employees. This resulted in very significant savings, nearly 15%, to the city! We have also implemented an Employee Health Clinic. Gibson managed the entire process, reaching out to companies and finding the best solutions for our employees. It's been a Grand Slam!

### What has your overall experience with Gibson been like?

Whatever we need, Gibson can provide! They are hands down the best investment that the city has made! Every project that Gibson has taken the lead on for us has turned into a success. We implicitly trust them! They anticipate issues and come to us with proactive solutions and then they just handle it. We just LOVE Gibson and we would never consider changing brokers!

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#### GEOFF SPIESS

Corporation Counsel  
Director of Human Resources  
City of Mishawaka

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