



CASE STUDY: ENHANCING BENEFIT SUPPORT FOR BENEFIT CONSULTANTS



Our client is a highly respected insurance company dedicated to meeting the benefit needs of their field agents with the highest standards. Recognizing that their success depends on retaining top talent, the company prioritizes providing exceptional benefits to support their employees. Just as they deliver outstanding service to policyholders, they expect the same level of care for their team. To achieve this, they partnered with **Bree Health** and implemented **Bree Health's Health Advocacy** program, ensuring their Health Advocates could provide expert guidance and seamless support.

CHALLENGES

The company faced key challenges in supporting their Health Advocates:

- **Time & Revenue Loss:** Health Advocates were spending too much time researching claims and benefits, taking focus away from client service and revenue generation.
- **Education Gap:** A newly redesigned benefits package increased the need for advocacy and re-education to ensure employees fully understood their options.
- **Limited Employee Data:** The lack of comprehensive demographic insights made it difficult to tailor benefits support effectively.
- **Communication Barriers:** Delivering benefits information to a diverse and widely dispersed workforce was a persistent challenge.
- **Field Support:** Stronger benefits assistance was needed to help field representatives stay focused on their primary responsibilities without administrative distractions.

SOLUTIONS

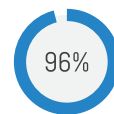
To address these challenges, the company introduced **Bree Health's Health Advocacy Service**, featuring a user-friendly mobile app tailored for their diverse and dispersed Health Advocates. This mobile-driven, integrated benefits solution provided key advantages:

- **Enhanced Communication:** The app streamlined benefits communication across all network and district offices.
- **Improved Support:** Field representatives received stronger benefits assistance, allowing the Internal Benefits Support team to focus on other HR priorities.
- **24/7 Access:** A benefits call center ensured round-the-clock support, so employees could get help whenever needed.
- **Seamless User Experience:** The platform featured high-touch concierge service, medical benefits support, and mobile notifications to keep employees engaged and informed.

COST SAVING PROFESSIONALS

Bree Health's Health Advocacy services saved our client over \$500,000 by identifying unnecessary healthcare costs and reducing lost productivity. As medical premiums rise, even minor billing errors can impact business renewals. **Bree Health's** team manages complex billing issues, allowing employees to stay focused on their work while reducing stress and anxiety. User surveys reflect an outstanding satisfaction rate of **4.92 out of 5**.

RESULTS



increase in health advocacy requests and a **28%** increase in overall utilization of the benefits.



Employees avoided spending **\$500,000** in healthcare dollars, showcasing the financial benefits of the program.



Employees demonstrated a better understanding of all employer-sponsored benefits, leading to **higher satisfaction and retention**.



Our Health Advocacy Services will work with you to fully customize a health advocacy program that will drive the most change for your employees.

Bree Health's comprehensive Health Advocacy Services help employees maximize their healthcare benefits while freeing up valuable time for HR teams. Our dedicated Health Advocates assist with claims and appeals management, billing support, prescription guidance, and provider research. We simplify the complexities of medical, dental, and vision plans by offering clear explanations, benefit coverage verification, and support for HSA/FSA inquiries. By ensuring employees make the most of their benefits, we enhance productivity, reduce HR workload, and improve overall satisfaction—leading to a more engaged and supported workforce.

BENEFIT INFORMATION AND SUPPORT

Health Advocacy can assist with special services such as:

- Claims Assistance
- Benefit Coverage Verification
- ID Cards
- Prescription Drug Coverage Questions
- Appeals
- HSA/FSA Questions
- Health Benefit Education
- Provider Research

HEALTH ADVOCACY IS DESIGNED TO:

- Create more efficient utilization of employee benefits.
- Save HR professionals time by answering benefit questions.
- Boost employee productivity by acting as a liaison with billing or authorization issues.

WHY HEALTH ADVOCACY?

For many employees, the complexity and fine print of benefit packages can be overwhelming. Studies show that dissatisfaction often stems not from the coverage itself, but from a lack of understanding of how to use available benefits effectively.

This confusion leads to frustration and questions that frequently land on HR's desk.

Bree Health's Health Advocates serve as expert guides, translating benefit details and advocating for employees—saving time, money, and stress for everyone involved.

By navigating the complexities of medical, dental, and vision plans, Health Advocates provide clear direction, helping both employees and employers maximize their benefits.

THE VALUE TO YOU:

- **Claims Assistance:** Clarify out-of-pocket expenses, offer plan and eligibility guidance, and coordinate benefits for seamless access to care.
- **Benefits Information:** Answer questions about out-of-network providers, explain coverage details, and provide clarity on health benefits.
- **Prescription Support:** Offer insights on prescription costs, cost-saving options, FDA recalls, withdrawals, and available discounts.
- **Appeals Assistance:** Guide employees through claims grievances, helping with documentation and the appeals process.
- **Provider Research:** Assist in finding in-network providers that align with employees' health plans for optimal care access.