Life Fulfilling Community Offers Top-rate Benefits to Team Members

Occupying 90 beautiful acres with single-family homes, apartments, a fitness center, a 260-seat theatre, an educational academy, a rehabilitation center and assisted living residences, The Glenridge on Palmer Ranch is the nation’s first Life Fulfilling Community. By offering opportunities to take courses, explore the arts or even practice Tai-Chi, The Glenridge encourages its members to stay physically and mentally active. The hallmark of The Glenridge is the premier health services and benefits it provides to its 300 team members.

Manual Open Enrollment Packages and Enrollment Consumes HR Team

With four different insurance carriers providing a range of different coverage to The Glenridge team, an exorbitant amount of forms and paper inundated the Human Resources department. About a month before Open Enrollment began each year, every eligible team member received a health benefits package. Their task was to fill out the paper forms and return it to HR. The HR team then manually entered the data into each benefit system. The majority of the HR department’s time was allocated to tracking missing data or forms and reconciling the information in the system.

The Benefitfocus Platform Enhances Customer Service and Provides Secure Online Enrollment

The Glenridge signed up for the Benefitfocus Platform to provide automated benefits solutions that improve the enrollment process and increase the efficiency of its HR team. The new technology allows the team members’ personal information, occupational information and benefit elections to be stored and managed in a secure, online environment.

The Platform benefits all members of The Glenridge by offering self-service to team members and streamlining data management. The solution synchronizes benefit information with all insurance carriers’ systems throughout the year, as team members experience life events and or other changes that impact their benefits.

Team Members Empowered by Employee Self-Service

Many team members decided to take advantage of Employee Self-Service for Open Enrollment. As a result of the simplified process, The Glenridge saw an increase in its Flex Plan participation. Thanks to the One-Thought-Per-Screen design, team members were able to click through and read each page on the Web site. This allowed them to see all the benefits available specifically to them, instead of reading through a thick booklet of information.

“Instead of reading page after page of photocopies, the team members can now click through online from the convenience of their home,” said Karen Ciemiega, HR coordinator for The Glenridge. “Feedback was positive from the beginning and our team members feel empowered with the new responsibility of taking charge of their health benefits.”

In addition to electing benefits online, The Glenridge team members are now able to update their personal contact and beneficiary information. “We were surprised to see how much of the contact information we previously had on file that was out of date. Team members were now supplying us with a new telephone number or change of address,” shared Ciemiega.

“Each year the process gets better and easier. This Open Enrollment was by far the most trouble-free with the addition of the Benefitfocus Platform. Our team members are the heart of The Glenridge. We want to make sure their benefits reflect that, and this service from Benefitfocus gives us that opportunity.”

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