



CASE STUDY

Medical Insurance Mis-management

Client: Portfolio Company – Large Retail

Scenario: The client was experiencing higher than average turnover which led to higher training and medical insurance costs.

- **Discovery:** The high turnover and defragmented corporate structure made it a tough environment to control costs and create efficiencies in employee engagement and administrative efficiencies.
- **The Goal:** Engage employees, improve benefits and reduce costs.
- **Solution:** We provided a benchmarking analysis to align the re-configured company with fewer employees to same-size peers in the industry and region. We conducted a bidding process to identify carriers who could provide competitive pricing and support, and we identified processes that could be outsourced reliably and cost effectively. Additionally, we performed a dependent audit where we found many ineligible dependents driving up claims and costs. Finally, we implemented a wellness system that incorporated financial and health wellness to help all of the employees become more engaged in their employee benefits program.

Outcome: Bryson generated enough savings to offset the administrative costs of an online system. Lowered the medical loss ratio from 120% to 78% which created a zero increase in year two. Lowered turnover. Allowed increased contributions to Retirement plan for key executives.