

# A Case Study in Integration - *Part 2*

## White Paper



Written by the Benefit Experts at **eni**

eni is an industry leading employee benefits solution provider.

We specialize in Total Wellbeing Solutions designed to better your employees' experience and increase overall ROI for your largest investment, your team.

eni has successfully integrated a large national company's Wellness Program, Health Plans, Employee Assistance Program (EAP), and Work/Life Program with unparalleled results. Engagement levels for the EAP and Work Life program rose dramatically and the Wellness program experienced unprecedented levels of engagement. In addition, the overall health of the employee population also increased greatly. This was accomplished through appropriate cross referrals between services, coupled with well-defined clinical processes allowing for continuity of care.

After the programs were integrated the annual EAP and Work/Life engagement rate increased dramatically from **7.68%** to **38%**

The Wellness Program experienced and 87% participation rate

*\*\*The industry average is 41% for highly incentivized programs\*\**

After the programs were integrated the annual EAP and Work/Life engagement rate increased dramatically from **7.68%** to **38%**

The Wellness Program experienced and **87%** participation rate

*\*\*The industry average is 41% for highly incentivized programs\*\**

## Proven Results

- 60.5% of employees responding to a survey reported they were more engaged in their own health after integration
- Employees reporting inadequate exercise went down from 72% at the start of the program, to 67% after year 1, to 62% after year 2
- Employees reporting "problems with stress" went down from 55% at the start of the program, to 54% after year 1, to 45% after year 2
- The prevalence of obesity decreased from 16% at the start of the program to 13% after being implemented for 2 years

Productivity improved following implementation of the program

- Presenteeism decreased from 1.88% to 1.42% after 2 years of implementation
- Absenteeism decreased from 3.7% to 3.29% after 2 years of implementation

The trend towards integrating benefits continues to catch fire! **eni** conducted a survey on employee benefits at a SHRM Annual Conference. 836 HR professionals participated in the survey and the results indicate a clear readiness to accept benefit integration and its advantages.

## Survey Indications:

- Benefit integration is a topic of interest for the majority of respondents surveyed
- Benefit integration is an excellent solution to address several HR challenges and top priorities such as affordable benefits, employee engagement and satisfaction, and recruiting and retaining skilled employees
- Benefit integration increases employee engagement/satisfaction which, in turn, increases employee satisfaction, loyalty, and retention.
- Benefit integration also improves ROI on ancillary benefits, making costly health care benefits more affordable

## Survey Highlights:

### Company Size:

62% large

38% small/medium

58% of respondents are interested in benefit integration

### Top 5 HR Challenges

1. Recruiting and hiring skilled employees
2. Training and encouraging skills development, especially leadership, in employees
3. Retention of employees
4. Employee engagement and satisfaction
5. Affordable benefits

### Top 5 priorities for Improving Human Capital

1. Training and encouraging skills development, especially leadership, in employees
2. Employee engagement and satisfaction
3. Wellness/Health of employees
4. Retention of employees
5. Recruiting and hiring skilled employees



A comprehensive employee benefits package is crucial for attracting and retaining top talent. The problem is that benefits, especially healthcare, tend to be exorbitantly expensive, while benefits like wellness that are designed to reduce costs tend to be underutilized.

With separate fragmented benefits it is extremely difficult to communicate the totality of your benefits package to your employees. Typically, at orientation employees are given a large amount of material on all available benefits with separate explanations, points of contact, and processes for each benefit. A great deal of valuable information is lost with this method of benefit orientation. Employees usually focus only on costly health and retirement benefits and all the great benefits like EAP/Work-Life, Wellness,

or Health Advocacy Programs designed to keep them happy, healthy, and productive are overlooked, forgotten about, and often misunderstood.

So how will benefit integration maximize your ROI? Let's take a look:

- Employees will be able to access ALL benefits through a **single** toll free phone number and a **single** website
- HR Professionals will be able to promote and administer all benefits as **one** complete package with one simple process to access them

Employees will be able to speak to one person who can explain all of their benefits to them **and** how they work together. If employees inquire about one benefit, other available benefits that could assist them and save your company money will be suggested. Employees can then make an informed decision about which benefits will best meet their needs and can even be proactive by accessing benefits to keep them healthy and happy before a need arises. Employees often use benefits when there is an issue or concern that needs to be



resolved. However, with an integrated benefits package, employees are encouraged to utilize their available benefits on a regular basis to enhance their life.

With integration, you ensure that all the benefits your company has put in place to reduce healthcare costs, improve employee productivity, reduce absenteeism, and improve employee satisfaction are being utilized. Once this occurs, ROI increases as costly benefits, such as healthcare and disability, go down and employees are healthier, have greater work/life balance, and are more productive.

Clearly benefit integration can save your company time and money and increase employee satisfaction. Now the question becomes, how will integration work, what drives the great results that integration can bring, and why will employees respond to such a service?

## Life Events



Instead of focusing on employees' problems or issues, benefit integration focuses on life events. Employees can and should utilize their benefits throughout their tenure with your company. When an employee utilizes one benefit there are many additional benefits that can also help address their situation. For example, an employee inquiring about borrowing against their 401K needs to access the money for a reason. It goes beyond just retirement benefits. If getting a divorce, they may need a legal consultation. If sending their child to college, they may need a financial consultation. If they have to pay for an expensive medical procedure, they may need their health advocacy benefit. Through benefit integration, the employee's life event will be fully addressed, as well as their presenting concern.

Furthermore, with integration employees will be pro-actively reminded of available benefits that assist them through various life events such as marriage, pregnancy, grief, etc.

## A Behavioral Health Ear

How can an integrated benefits package support life events? When intuition meets science. A trained Intake Specialist guided by proprietary multi-level decision tree software utilizes their benefit and behavioral health background to assess the client's needs. After assisting with the client's initial request and gathering all information relative to their concern, the Intake Specialist utilizes the software to identify all benefits available to assist. The software considers and calculates all available employee benefits including community resources and those of family members.

