

Case study

How Sidecar Health takes a unique white glove approach to supporting HR teams

Hear from our client

“ It feels like a true partnership between our teams. I can't express my gratitude enough for the level of care your team provides. In all my career, I've not received this level of assistance. I am in awe. ”

Yvonne L.,
HR Generalist, transportation industry

Members:
75 employees

Savings on annual premium renewal:
\$270K (40%)

Sidecar Health worked with the client to personalize the onboarding training series for their employees. Employees walked away confident to start using their benefits.

Over 80% of members used their benefits within the first month.

Customized onboarding support

The problem

Switching health plan carriers can be a tremendous administrative lift for HR teams; from gathering eligibility to onboarding employees into the new plan. And if employees have a hard time using their new benefits, HR teams are the first to feel the burden. One HR professional said this:

“ When my employee calls into our carrier's customer service number, does the person answering the call really know the plans? Will they point them in the right direction or are they going to read off of a script and then the employee is left guessing whether or not that script is right or wrong causing multiple calls to the call center and then eventually HR? ”

The solution

Sidecar Health offers a white glove approach to onboarding so employees are never on their own. The comprehensive onboarding experience includes live information sessions, email training series and a library of helpful tips and FAQ. When employees have questions, they're encouraged to call member care.

The Member Care team is available 7 days a week and 99% of calls are answered in ten seconds.

10
seconds

HR teams are paired with a dedicated account manager to ease the burden of onboarding.

“ In the 20 plus years that I've been doing this, we've never had another carrier offer to come out and do the initial enrollment or any open enrollment. ”

–**Brian S.**, Founder & President, consulting industry

“ It was completely different than our other carriers we had in the past. I think they made it fairly easy. ”

–**Rose H.**, HR Manager, manufacturing industry