

The Spouse Audit



MEET GRACE—BENEFITS MANAGER

THE EXECUTIVES THOUGHT HER IDEA TO DO A SPOUSAL CARVE-OUT WAS OFF-TRACK. **UNTIL THEY SAW THE RESULTS.**

GRACE'S STORY

The CEO of the 4,000-employee regional hospital system called her key executives into the “war room” to discuss their ever-increasing healthcare costs.

As the organization’s Benefits Manager, Grace was a critical player in this meeting, and was well-known for her innovative, and sometimes out-there ideas.

The meeting began with a review of the cost-reduction initiatives the organization had taken in the past. Things like plan design changes, wellness incentives, and so on.

GRACE'S BOLD IDEA!

After an hour of discussion, Grace decided it was time to present her big idea. “We should institute working spouse provisions—specifically a spousal carve-out,” she said.

Grace pushed on, “The carve-out means if a spouse is eligible for benefits from his or her own employer, then they won’t be able to participate in our plan.”

She continued, “In 2015, 27% of all U.S. employers used these provisions, and that’s projected to grow to 56% in 2018.* The long-term savings have been outstanding.”

*Annual Willis Towers Watson/NBGH Best Practices in Health Care Employer Survey.

THE EXECUTIVE REBELLION

The room fell silent. The executives looked at each other. Then, the grousing began. They rattled off the reasons why her idea was off-base. “It hurts morale. It creates employee frustration. It’s discriminatory. It doesn’t fit our culture. It slows recruiting.”

But after interminable discussions of pros and cons, the CEO decided to go ahead with Grace’s spousal carve-out plan.

THE IDEA PAYS OFF BIG TIME

Grace asked us to conduct the spouse audit. The results were off the charts! We found that 48.5% of spouses were not eligible for continuing coverage.

The spouse audit produced \$1.6 million in first-year healthcare savings. This was an ROI of 40 times the original investment. The executive feedback? Amazing Grace!!

GRACE'S EXPERIENCE WITH EXPERT AUDIT

“I was afraid this could blow up. My reputation was on the line. I knew people would be unhappy. I also knew the critical success factor was simple, specific, and sensitive employee communications. And that’s what Expert Audit delivered. We achieved big corporate goals with little employee distress.”

This is a true story.



Expert Audit®

DEPENDENT ELIGIBILITY AUDIT>>

The Spouse Audit

A thorough examination of ALL covered spouses to determine if they are currently working and eligible for benefits from their own employers.



WHAT ARE YOUR AUDIT EXPECTATIONS?

How will our service be most helpful to you personally? How will it best fit into your world? Grace gave us the requirements...

I want help with internal push-back.



We prepared a detailed FAQs document Grace could use to answer internal objections—and we acted as a subject matter expert on working spouse provisions.

I want to know if s/he is benefit-eligible.



We have a unique and thorough spouse benefits evaluation process that includes an online personal survey, legal verification documents, and spouse employer affidavits.

I want strong, sensitive communications.



We use a method called “empathetic directive communication” that delivers hard messages in soft ways. For example: The audit is mandatory. We know it’s a hassle. We understand your feelings.

I want accurate employer verification.



Our proprietary employer verification process virtually guarantees 100% accurate information on the employment and benefit status of working spouses.

I want to verify marital relationships.



Our process is to first verify that currently covered spouses meet plan eligibility rules. Example: a divorced spouse is immediately ineligible. So benefit eligibility is irrelevant.

I want excellent call center support.



Our call center team is available 50 hours a week or more. They are committed to helping employees get through this verification process quickly, successfully, and with minimum hassle.

SPOUSE AUDIT: VALUE PROPOSITION

We asked Grace, “What did you like best about our Expert Audit for Spouses? What did you value beyond the significant plan savings? She said, “You delivered two things that were extremely important to me...

1. A customized, outsourced audit process, with many moving parts, that ran like a well-oiled machine.
2. A communications campaign that both educated and calmed employees. Not a hint of employee push-back.

OUR EXPERIENCE PAYS OFF FOR YOU

Expert Audit was developed by Impact Interactive, an AmWINS Company. Over the past 10 years, Impact Interactive has used Expert Audit to verify the eligibility of over 1 million dependents, and has saved employers more than \$250 million in annual healthcare costs.



Expert Audit[®]

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