



CASE STUDY

Delivering Results for R+L Carriers

R+L Carriers is a privately owned American freight shipping company with approximately 10,000 full time benefit eligible employees. The company serves all 50 American states plus Canada, Puerto Rico, the U.S. Virgin Islands and the Dominican Republic.

Client's Needs

- Improve employee benefits related to financial wellness
- Eliminate arduous paper enrollment process for limited HR team
- Create consistent communication and enrollment process
- Lower costs for benefits administration and compliance

Aon Approach

Service Model:
Enrollment Solutions

Platform:
myUnivers™

Enrollment Methodologies:
Self-service, Call Center

Voluntary Benefits:
Critical Illness, Accident

- Comprehensive multi-media educational campaign
- Captured and tracked the election or waiver on Medical
- Provided licensed benefits counselors during annual open enrollment
- Clean data will allow for a smooth transition to benefits administration platform in 2017

Best Practices:

- ✓ **Active Enrollment:** Accept or waive coverage for all benefits
- ✓ **Targeted Communications:** Multimedia, consumer-oriented employee education campaigns
- ✓ **Decision Support:** Multi-channel, intelligent decision support
- ✓ **Easy User Interface:** User-friendly and intuitive
- ✓ **Simplified Plan Design:** Simple voluntary benefit plan designs

To learn how Aon can empower your Health benefits journey, contact your Voluntary Benefits & Enrollment Solutions Consultant.

Results

Employee Satisfaction:

▶ 93%

of employees felt they have a better understanding and appreciation of their benefits

▶ 94%

of employees said they would like to use the same process next year

▶ 97%

of employees said the enrollment process was beneficial

Financial Wellness Outcomes:

▶ 53%

Employees now protected with Critical Illness Coverage

▶ 41%

Employees now protected with Accident Coverage