

Employer Name _____

Date

CLIENT ADVOCACY & SUPPORT

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Knowledge					
Problem Resolution					
Reliability					
Accessibility					

How can we improve?

KNOWLEDGE

- Compliance checklist review annually
- Local and national benchmarking for plan design and contribution strategies
- Health Care Reform research, vendor vetting and detailed consulting

PROBLEM RESOLUTION

- Employee claim resolution and advocacy
- Billing and invoice corrections
- Legal benefit advice through our retainer relationship with Michael, Best & Friedrich

RELIABILITY

- Consistent and timely follow-through, including employee interactions
- Research and documentation using Zywave, TASC, and multiple industry sources
- Strong reputation and mutual respect with local and national carriers

ACCESSIBILITY

- Dedicated Benefit Consultant with low client/BC ratio
- Multiple communication paths to entire staff via phone, email, webinars, newsletters
- HRconnection and MyWave Portal for employee and employer information access

RENEWAL

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Timely					
Negotiating Ability					
Thorough					
Accurate					

How can we improve?

TIMELY

- Renewal process begins about 120 days prior to renewal
- Annual quotes from all viable marketplace carriers
- Decision process and timeline outlined at mid-year planning session

NEGOTIATING ABILITY

- Marketplace quotes used to secure most competitive rates
- Negotiation for TPA services, PBMs, package savings discounts and wellness initiatives
- Deep knowledge of carrier practices and availability of exceptions

THOROUGH

- Fully insured, self-funded, and hybrid/level funded, including transition implementation
- HSA, HRA and Traditional plan design alternatives and pairings
- Narrow networks, ACOs, coalition/association plans

ACCURATE

- Plan and network options explained thoroughly
- Pricing and contributions modeled to illustrate impact on company and employees
- Hands-on involvement throughout the enrollment process

OVERALL

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Creative					
Professional					
Personable					
Referable					

How can we improve?

CREATIVE

- Monthly claims dashboards for large groups that detail utilization patterns
- Engaging employee enrollment meetings and materials
- Customized tool development to minimize HR administrative burden

PROFESSIONAL

- Benefit Consultants average 15 years of benefits career experience
- Benefit Consultants act like and are treated as extensions of their client's HR teams
- Benefit Consultants convey the reality of the tough decisions employers have to make

PERSONABLE

- Stellarus staff are friendly, helpful and make complex benefits issues understandable
- They understand the urgency behind requests for help and make resolution a priority
- We get to know our client's personally and applaud their goals and achievements

REFERABLE

- The biggest compliment we receive from our clients is an introduction to another firm!!!