



NJ Car Annual Benefits Roundtable

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Agenda

1. NJ Car Survey Highlights
2. Benefits Technology and Employee Advocacy
3. Benefits Cost Drivers
4. Role of Voluntary Benefits

The slide features a solid blue background. A large white circle is centered on the page. The text "NJ CAR Annual Survey" is written in a dark blue, sans-serif font within the white circle. On the left side of the white circle, there is a dashed blue arc. On the bottom right edge of the white circle, there is a solid blue circle.

NJ CAR Annual Survey



NJ CAR Benefits Survey 2022

- In 2021 we see a continuing trend of dealers offering more plans for employees to choose from, with 54% of responding dealerships offering three or more plans.
- Regarding carrier selection, Horizon and Cigna lost market share while Aetna and Oxford gained. Members Health Plan left the marketplace, leaving other carriers scrambling to absorb those members.
- We also saw a significant shift to self-insured plans, up to 28% in 2021.





NJ CAR Benefits Survey 2022

- With High Deductible Health Plans (HDHP) now being offered at half of all dealerships, it is important to address the funding of the deductible.
- We see an increase in dealerships funding a portion of the deductible, and a trend towards funding a higher percentage of the deductible, most often through a debit card program.





NJ CAR Benefits Survey 2022

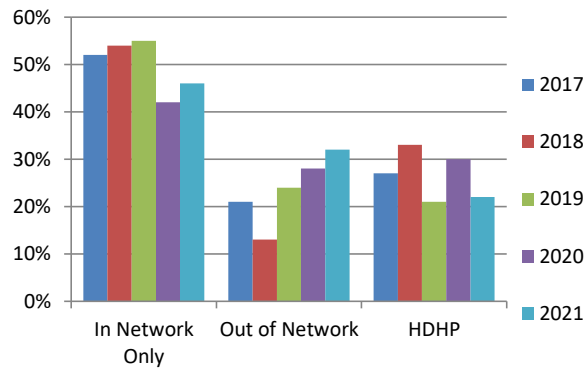
- Ancillary benefit offerings had remained stable over the prior four years, though we saw meaningful trends in 2021.
- We saw significantly more dealers offering Life Insurance, with an increase in employer funding across all lines of ancillary coverage.
- Telemedicine utilization, though down statistically from the 2020 highs due to the pandemic, is still significant and should be considered as part of one's overall benefits strategy.



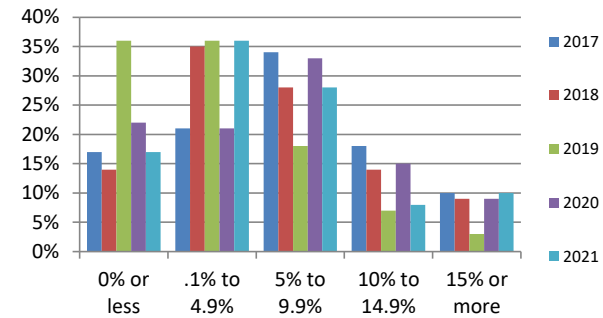


Benchmarking – NJ CAR

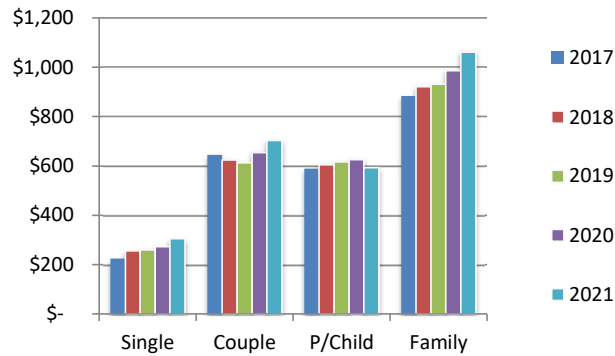
Plan Type (Most Popular)



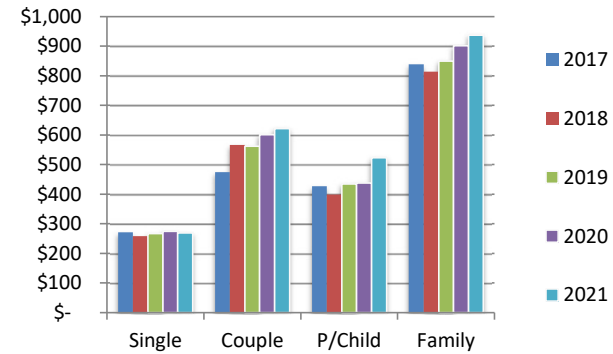
Final Renewal Levels



EMPLOYER Monthly Cost Sharing



EMPLOYEE Monthly Cost Sharing





NJ CAR Benefits Survey 2022

- Rather than focus solely on survey results, we want to treat our annual employee benefits webinar as an informative benefit round table - sharing ideas and talking about what has worked and what hasn't among NJ CAR members.
- As a result, we focus on the following three benefits topics: the role of technology to improve benefits administration, tools to enhance the employee experience including advocacy, understanding the cost drivers of employee benefits including pharmacy, and the role of voluntary benefits.





Advocacy and Benefits Technology



BenefitsVIP®

Help starts here.

BenefitsVIP is NOT a Call Center...but rather a first-party administrative and advocacy support team providing response and resolution for employees and their dependents.

Your BenefitsVIP team is an extension of your organization and available to employees/dependents in a variety of ways, making it a simple and seamless engagement.



Phone (Vanity Line)

Offered so that your advocacy team is identified in a branded way consistent with other services



Email

Inquiries activated from multiple points available to co-workers such as websites and portals



Fax

Inquiries can be sent via a dedicated line to your BenefitsVIP team



ADVOCACY



ADMINISTRATION



EDUCATION





BenefitsVIP Mobile

Help starts here.

BenefitsVIP is accessible via a mobile application, providing participants valuable access to tools and resources to help them better utilize their benefits program.



- Access your ID Card & Benefits Guide
- Call a Concierge
- Telemedicine Alerts
- Call your Carriers
- Talk to a Doctor
- Prescription Discounts
- Find a Provider
- Emergency Contacts
- Visit Costs
- Symptom Checker
- Answers to Common Benefit Questions

ADVOCACY



ADMINISTRATION



EDUCATION





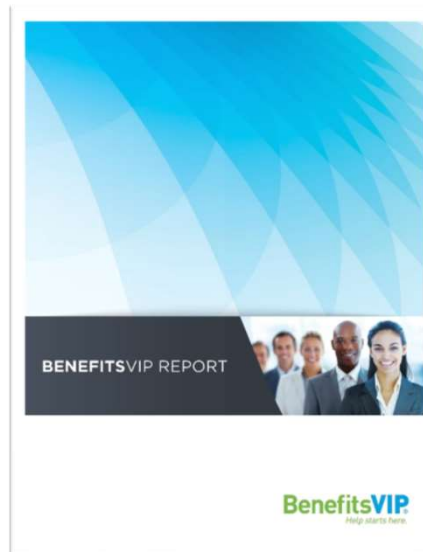
BenefitsVIP utilizes people and advanced technology to identify, track and report issues and member actions/behaviors/satisfaction on an ongoing basis.

Reports identify:

- Detailed Utilization Information
- Emerging Service Trends
- Average Resolution Time
- HR/Employee Usage
- Productivity Savings Calculations
- Opportunities (e.g. Employee Education)

Upon closing all cases, CSG can survey co-workers regarding their satisfaction with:

- The outcome of the case
- How BenefitsVIP managed the case



BENEFITS ADMINISTRATION



ENROLLMENT

Support new hire, OE, life event and status changes



DOCUMENT MANAGEMENT

Process, generate and store required documents/notifications



DATA MANAGEMENT

Electronic Data Interchanges (EDI) with carriers, vendors and payroll – including discrepancy/error reporting



COBRA

Mail Initial Rights/Qualifying Event Notices w/in mandated timeframes, Generate monthly payment coupons/invoices to COBRA participants, collect and confirm receipt of COBRA premiums, etc.



ELIGIBILITY MAINTENANCE

Qualified life event/status change processing, evidence of insurability (EOI) management and ongoing dependent eligibility verification



TRACKING

Access to dashboards for important information and notifications (auto) regarding to-do's



PREMIUM SUPPORT SERVICES

Deliver monthly premium general ledger statements



INFORMATION REPORTING

Create, schedule and auto-generate specific reports for the management and compliance of your program



ADVOCACY

ADMINISTRATION

EDUCATION





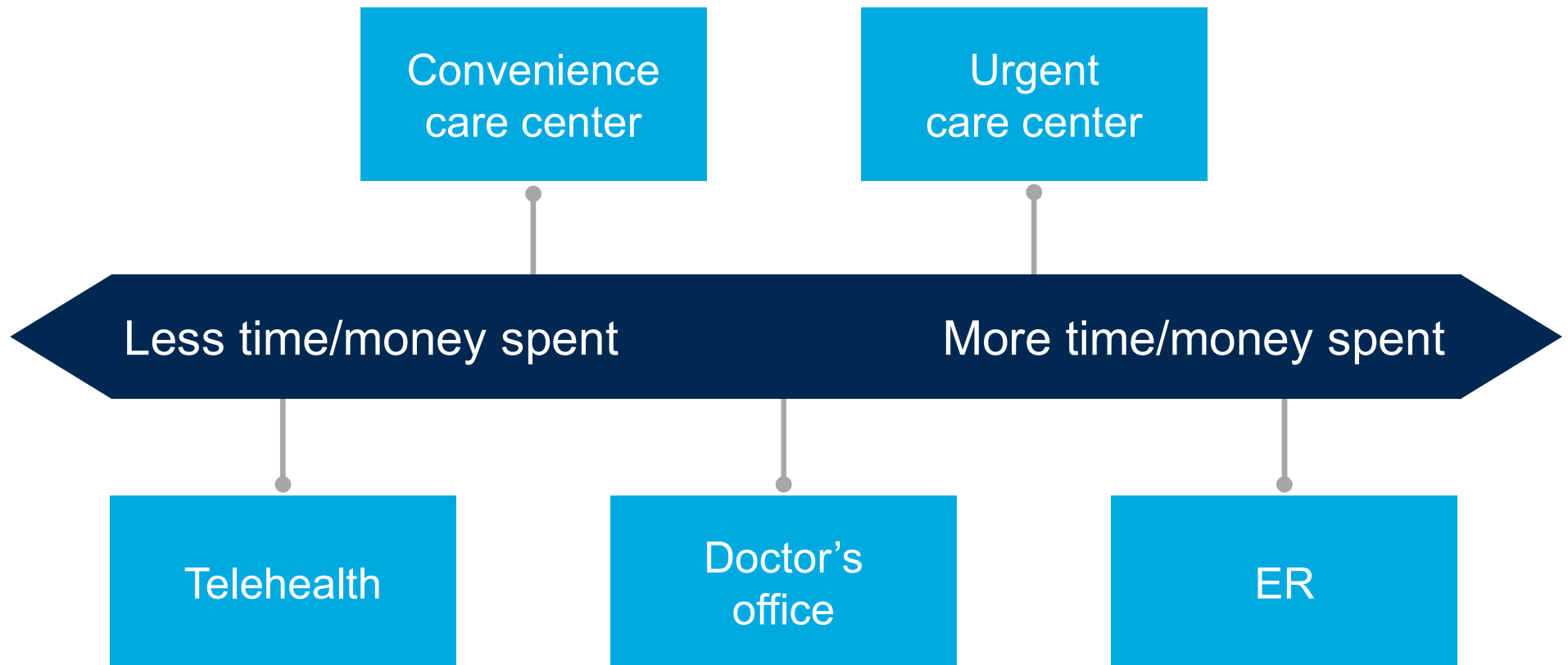
Benefits Cost Drivers

Benefits Cost Drivers

- Place of Care
- Price Transparency
- Pharmacy
 - Discounts
 - Rebates
 - Formulary
 - Contract
 - Specialty Drugs



Know where to go



Stick with lower-cost labs

Save up to 75%*
when you choose
national labs:



Average Quest
or LabCorp cost*

\$10.46

Average other
lab cost*

\$27.59

Average outpatient
hospital lab cost*

\$62.98





Consider in-network
freestanding outpatient
surgery centers.

Save on colonoscopy, GI
endoscopy or
arthroscopy procedures

Average outpatient
surgery center*

\$1,147

Average hospital cost*

\$3,074

Pharmacy Complexity

The U.S. Pharmacy Distribution and Reimbursement System for Patient-Administered, Outpatient Prescription Drugs

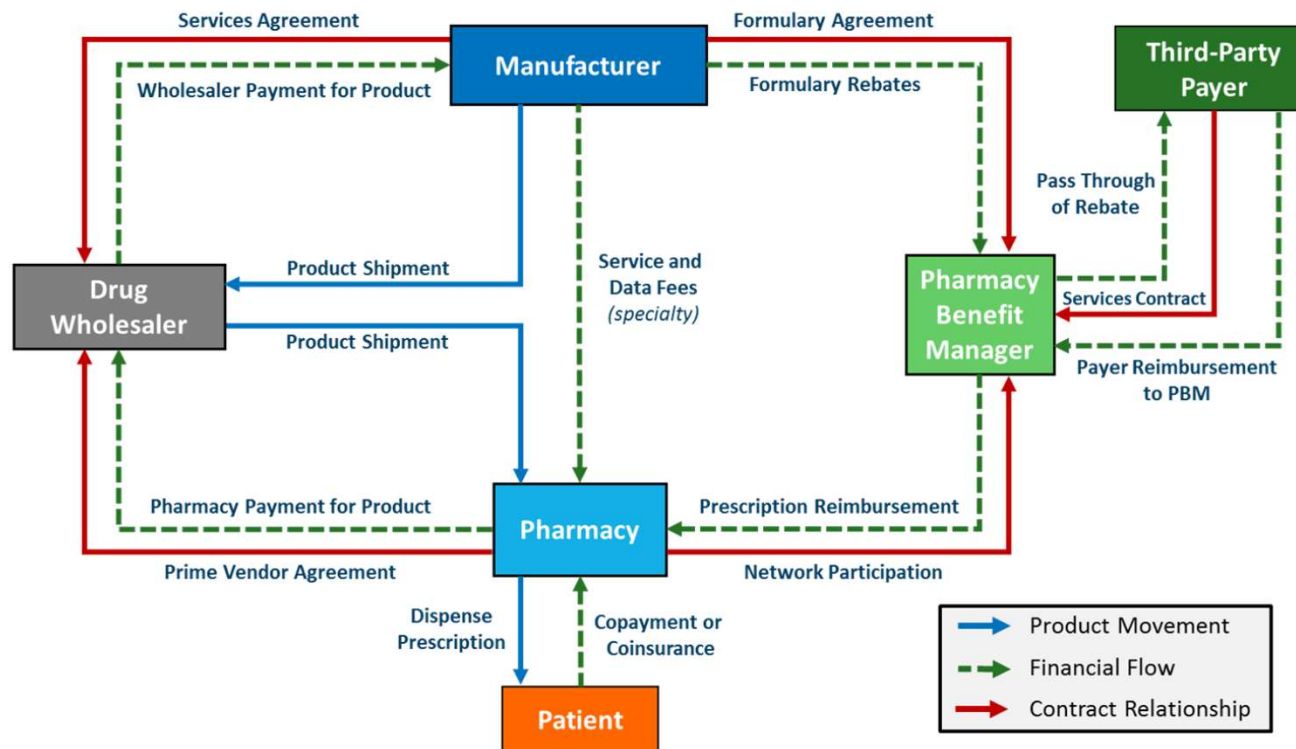


Chart illustrates flows for patient-administered, outpatient drugs. Please note that this chart is illustrative. It is not intended to be a complete representation of every type of financial, product flow, or contractual relationship in the marketplace.

Source: Fein, Adam. J., *The 2016 Economic Report on Retail, Mail and Specialty Pharmacies*, Drug Channels Institute, January 2016.

(Available at http://drugchannelsinstitute.com/products/industry_report/pharmacy/)



Pharmacy Strategy



An objective analysis using recent data is crucial to develop and measure a successful PBM strategy.



Updated and Competitive
contract terms
and conditions



Clinical / UM
program
inventory /
review



Optimized
benefit design
that drives desired
behaviors



Specialty
solutions for
high-cost claims



The Role of Voluntary Benefits

Effectively Engage the Five Generations of Workers



	Silent Generation	Baby Boomers	Gen X	Millennials	Gen Z
	75 + (1927 - 1945)	56 - 74 (1946-1964)	40 - 55 (1965-1980)	24 - 39 (1981- 1996)	< 24 (1997- Current)
% of Total Workforce	0%: 0 EEs	0%: 19 EEs	5%: 180 EEs	61%: 2356 EEs	33%: 1280 EEs
Most Common Plan	N/A	PPO Gold 2500: 42%	PPO Silver 1500: 44%	PPO Gold 2500: 47%	PPO Gold 2500: 52%
Of Enrolled: % Employee Only		58%	42%	79%	96%
Communication Strategy	Meet with Me	Meet/Mail me	Call Me	Email me	Text me
<i>Concerns & Well-being</i>	<i>Remain healthy and productive at work until ready to retire</i>	<i>Providing for family and retirement</i>	<i>Buying a home, supporting families, financial future</i>	<i>Concerned with finances and their future</i>	<i>Beginning their career</i>
Medical Benefits **	Likes choice (PPO) but can afford (HDHP); likes HSA retirement savings option		Likes choice (PPO)	HDHP or low cost option (HMO)	Likely still on parent's plan
Voluntary / Disability **	ID theft, permanent life, CI and LTD	Term life, CI, ID theft and LTC; Disability - Values coverage	CI, accident, 529 plan, home/auto; Needs Disability but must be educated on it's value	Home/auto, financial wellness, student loan repayment, accident, ID theft	
Gaps to Consider	Permanent Life Insurance, Retirement	Sabbatical, ER Paid LTD, IDI, Retirement	Paid Maternity/Paternity, Pet insurance, Child Care Support, ER paid LTD, IDI, Student Loan Repayment, 529 Savings Plan		

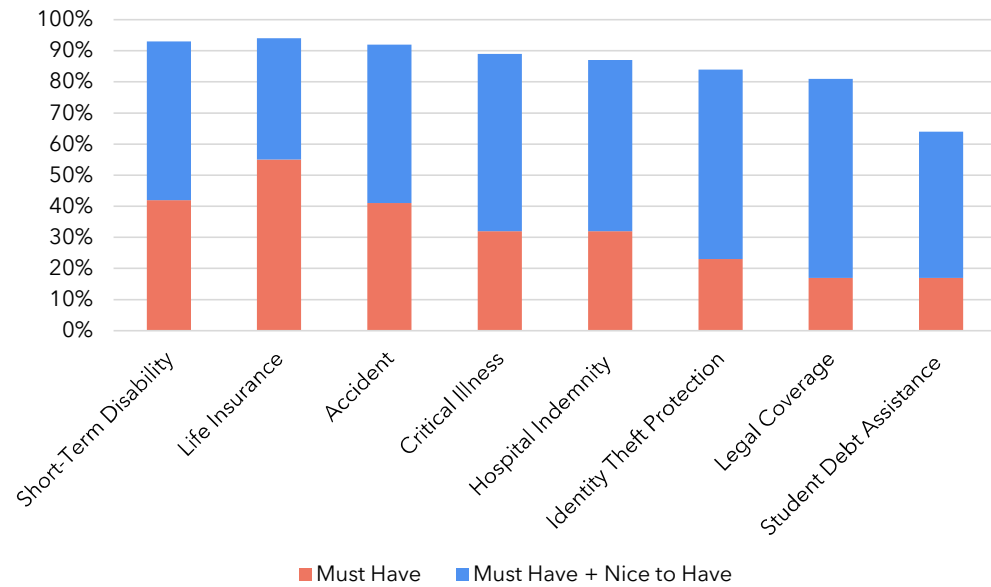
Millennials are estimated to make up 50% of the national workforce by 2023*

SAMPLE

* Fisher, Felipe & Nolde, Dan. "Engaging Your Intergenerational Workforce." Benefits Quarterly Q4 2019
 ** "How Does Each Generation View Employee Benefits?" Medium.com, 12 May 2017.

Voluntary Benefits: Trending Solutions

What do employees consider must-have benefits?





Building Blocks of a Balanced Benefits Portfolio





Open Discussion Q&A



Thank you

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