



BENEFIT EDUCATORS

# CASE STUDY

## Restaurant



**Industry: Restaurant**  
**Number of employees: 4,800**  
**Number of locations: 432**

### CHALLENGES

- Difficulty educating employees due to many locations and different shifts
- Limited budget for benefits administration system
- New hire on boarding

### SOLUTION

- Benefit Educators, LLC (Ben Ed) Call Center was used for full service enrollment and communication
- Employees scheduled a time and the call center called them to:
  - Enroll on new benefits administration system
  - Educate on all benefits
  - Answer questions
- Carrier and Ben Ed funded benefits administration system
- Call Center used year-round to enroll new hires

### SOLUTION

- **34%** increase in CDHP participation
- Process was promoted as required and 99% of employees went through the process
- Data on employees and dependents was cleansed and updated
- **50%** increase in group line participation