

# How customization and time savings with PlanSource keeps Metro Health Productive

## About Metro Health

Metro Health is a successful healthcare company serving Western Michigan. Including hospitals, clinics, and a health village, Metro Health has nearly 3500 employees with specific benefits needs, all managed by a small HR team. MetroHealth selected PlanSource Premium in 2019, and Nicole Nieswand spoke with us to share how this changed things for employees and HR team.

“If we didn’t have PlanSource as a ben admin, and if we didn’t have the premium version where we have a dedicated team helping us, I wouldn’t have the time to do any strategic work. Because of this, we would need one or two more of me if we didn’t have PlanSource. We’re saving money because these two people would have to be solely focused on what PlanSource does for us.”

– Nicole Nieswand, Senior Benefits Specialist



**Industry:** Healthcare



**Employees:** Near 3,500



**Location:** Grand Rapids, MI

[www.metrohealth.net](http://www.metrohealth.net)





## Challenge

- Staying lean and effective
- Planning for the next 3-5 years
- Keeping employees happy and attract new talent
- Having a resource to answer enrollment questions

## Results



**Reduced** Need for HR Support Staff



**70%-80%** of the Employee Workforce Adopted the Experience Immediately.



Created a **Simplified** and **Streamlined** Enrollment Process



**Digitized** the Enrollment Experience

## Solution

Looking to digitize enrollment to save on time and money, Metro Health removed the middle-man and signed on for PlanSource Premium. This provides the busy team with peace of mind that enrollment questions are taken care of before problems arise.

- **Dedicated Account Team:** Weekly calls with a dedicated PlanSource team member are by far the biggest advantage and helps prevent problems.
- **Customizable Support:** Moving to Premium has made the Metro experience much more customizable for what they need. Changing the platform to be the specific interface that Metro Health requires for its employees has been critical.
- **Saving Time:** Time savings is a massive benefit, allowing the HR team to focus on the strategic demands of their job, instead of just enrollment questions. They no longer need a designated enrollment rep.