



What value does your Broker/Consultant provide?

When double-digit increases are the norms for health care costs, don't you owe it to your employees, company leadership and shareholders to ensure that you have a partner in managing your health benefit package who is **accountable** for their performance?

- Does your broker/consultant work with you on **strategic planning** – looking at short and long term goals – not just working towards each renewal and responding to crises? Do you have goals for your benefit plan?
- Do you receive **monthly/quarterly financial reports** updating you on the status of your health plans vs. projections?
- Have you been informed about **the latest trends, benchmarks and hot-topics** within the health care industry?
- Has your broker/consultant offered to **interface with your vendors** to resolve claim, eligibility or billing issues? Will they **speak with the employees directly**, contacting them as many times as possible to resolve an issue?

Accountability

At Millennium Benefits Consulting, we know that communication is vital to the success of any relationship – including the relationship between a broker/consultant and their client.

Ideas Solutions

MBC Client Survey Results

At MBC, we solicit regular feedback via client surveys, both written and verbal using a third party, and quarterly meetings with our Client Advisory Panel (comprised of 3 existing clients). We encourage constructive criticism and reviews of our work and have even established performance guarantees for our service and financial execution of the benefit plans.



In a recent survey of our existing clients, we were pleased to reveal that our clients know, use and are satisfied by our services. This written survey asked our clients to rank our performance – on a scale of 1 to 5, with 5 being the highest level of satisfaction. **Here is a snapshot of the findings:**



Results

Millennium Benefits Consulting
One Lakeside Commons
990 Hammond Drive
Suite 600
Atlanta, GA 30328
678-805-3520 main phone
800-358-0422 toll free
www.mbcllc.com