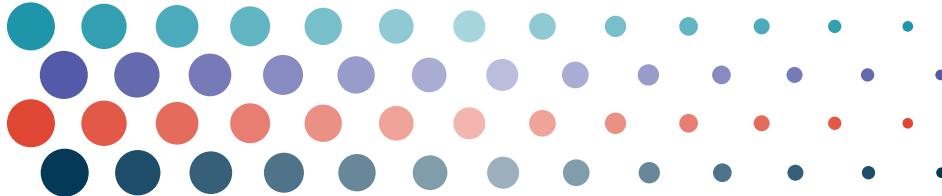




Phoenix Committed Insurance Program



Archbold Medical Center realizes \$251,769 in value by working with the Phoenix Committed Insurance Program

Archbold Medical Center, Inc.

Archbold Medical Center is a four hospital, three nursing home health system with 540 patient beds. They employ more than 2,500 people and boast an outstanding medical staff of nearly 200 physician specialists. Their flagship hospital, John D. Archbold Memorial Hospital, is a 264-bed hospital located in Thomasville, Georgia. Their system hospitals, also in Georgia, are Brooks County Hospital in Quitman, Grady General Hospital in Cairo and Mitchell County Hospital in Camilla.

Challenge

Archbold's human resources department was not having any major issues with their employee benefits plan when they attended Vizient Southern States' annual Health Care Workforce Benefits Conference in April 2018, but after they learned about Lockton's Benefit Communication Insourcing (BCI) service offered through Phoenix Committed Insurance Program (PCIP) from other attendees, they decided to try it. Archbold believed this service would help their current staff be more efficient and also provide new hospital employees with an improved onboarding experience.

Solution

Lockton provided a full-time Benefit Communication Specialist (BCS) to work at Archbold, who was integrated into their human resources department.

The BCS met with new Archbold employees individually to go over their benefits and determine if they had the right coverage. The specialist also met with current employees to make sure they had the right coverage and benefits as well. This personalized service provided a lot of value to Archbold employees by making sure they were getting the most out of their benefits.

Results

- For 2018, Archbold realized a total savings of \$251,769 by being a member of PCIP, \$117,074 of which was a result of using Lockton's BCI service.
- Employee satisfaction scores improved due to the personalized service and better communication regarding their benefit coverage options.

"Archbold really enjoys working with the team at Vizient Southern States and PCIP. We receive a lot of value by being a member, which gives us the ability to exchange knowledge with our peers who also realize significant cost savings."

Zach Wheeler, MHA, FACHE, CHHR
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Contact Us

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