

Benefitfocus® Customer Spotlight

The Clay County School District provides public education from kindergarten through 12th grade and encompasses a 601 square-mile suburban/rural county in Northeast Florida. Its mission is to work collaboratively with all stakeholders to provide a public education experience that is motivating, challenging and rewarding for all children.

Q&A

with Sheila Gann, Coordinator of Health Benefits at Clay County School District and Hannah Carter, Clay County's Account Executive at The Bailey Group

As a benefits professional, what are the things that are important to you and your team?

Sheila: "First is accuracy – making sure that the right coverage is in place and that it stays that way, and second is compassion – I feel it's important that our people are treated the way you would want to be treated."

What are you most excited about this open enrollment?

Sheila: "I'm most excited about working with my Benefitfocus team! This year's renewal was a great experience – I felt that I had more support than ever, and it was the smoothest road to OE. My account team was led by Will as our customer success manager, and they had a great handle on the system and were able to clear out all pending tasks prior to OE. This year's OE success was built on having Erick - a veteran renewal specialist and configuration analyst."

What does OE Success look like for you and your organization?

Sheila: "I would have to say that OE success to me is not having to work overtime during open enrollment, to have a clean OE file, and being able to send my employees to our Benefitplace site to learn about their benefits and get all the important information they need."

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Industry

Public Education

Number of Employees

5,500+

Benefitfocus Customer Since

2018

Open Enrollment NPS

9

"This has been our best OE experience we've ever had!"

Sheila Gann

Coordinator of Health Benefits,
Clay County School District



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Q&A, cont'd

What does OE Success look like for you and your organization?

Hannah: “Our top goal for OE success is for Shelia to be happy. Since she is the only one in charge of open enrollment for her large organization, I feel that the self-service capabilities that the Benefitplace platform offers to Clay County’s employees allows them to access the information they need to make decisions without having to bombard Shelia with tons of questions.”

How does Benefitfocus help Clay County simplify benefits?

Sheila: “A couple years ago, Benefitfocus redesigned our content on the Benefitplace site, and they did a phenomenal job! It made our site a one-stop-shop for all employee benefits. We also work with the Benefit Catalog team to offer our employees voluntary benefits like legal insurance, pet benefits and supplemental medical coverages with Aflac. In my role, I’m in a very unique position working with two different unions and bargaining agreements. It’s hard to make everyone happy, which makes me very thankful for the support I get from my account teams at Benefitfocus and the Bailey Group.

Hannah: “Clay County offers a wide variety of products, and Benefitfocus makes the process simple to go through. Employees can access the plan docs and benefits information in one place. The site is very customizable, and it’s easy to tweak the design and resources when you need to communicate changes. Will, our customer success manager, is great and so responsive to us and our client. He’s always able to handle everything – from frantic emails to last-minute changes.”



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Hannah Carter
Account Executive,
Clay County School District at
The Bailey Group

