

Benefitfocus® Customer Spotlight

UNC Hospitals is a component of UNC Health. UNC Hospitals Office of Graduate Medical Education sponsors a group benefit plan for participants in UNC Hospitals' graduate medical education residency, subspecialty residency, and fellowship programs and other clinical training programs. Medical residencies, fellowships, and other clinical training programs can last between one and seven years, and the Office of Graduate Medical Education's benefit plan year is on the academic year of July through June.



Q&A

with Ginny Mays, GME Business and Operations Manager at UNC Hospitals

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

"I'm a team of one most of the time, so the most important thing to me is REASSURANCE. I look to Benefitfocus to provide the expertise and guidance by sharing the best ways to set up and manage benefits, and by sharing what other employers are doing to be successful."

What were you most excited about this open enrollment?

"The best thing is that it was always about us! It felt like I was their only customer and they always communicated in a genuine and caring manner. Every time we had a meeting, I felt like they made it 'my time.' It was really comforting to have them make the experience all about us. The tenure our support team had with Benefitfocus gave them the knowledge they needed to help me maximize the platform as well."

How does Benefitfocus simplify benefits for employees?

"Having all of our enrollment information in one place to show you what plan you were enrolled in and how easy it is to navigate what is available to you now. And because our benefit plan year is on the academic year, our office is also starting to onboard new residents at the same time as our open enrollment every year, so I am working to get them set up and manage our OE, and it is reassuring to know that my Benefitfocus team is there to support me."



Industry

Health Care

Number of Employees

1,100+

Benefitfocus Customer Since

2005

Open Enrollment NPS

10

"I appreciate the attention and time given by our customer success manager to make sure we progressed as we should. They came in with overall knowledge of the State Health Plan and how we were set up to be an affiliate – that makes a big difference!"

