

Alliant Employee Benefits

Date of Contact	Person Spoken To (including Title)	1. Can you describe the project or work that Alliant Employee Benefits has completed for you? Please describe the level of detail Alliant Employee Benefits has provided in completing its work/project.	2. Was Alliant Employee Benefits responsive, accessible and available to you throughout the term of the project/work?	3. Are you satisfied with the work performed?	4. What are Alliant Employee Benefits's strengths and conversely what are Alliant Employee Benefits's weaknesses?	5. Have you encountered any problems with Alliant Employee Benefits, or had any contract or billing issues with Alliant Employee Benefits?	6. Would you recommend Alliant Employee Benefits to other entities for similar work? If you need additional services in the future, how likely are you to choose Alliant Employee Benefits again?	7. Are there any important questions I should have asked but didn't?
4/19/2021 Provided written response via email.	Monica Crabtree- Benefits Manager St. Louis County Government Missouri Responded for Susan Daniels, reference provided by Alliant in their proposal.	We started our partnership 1/1/2021. We are currently out for bid and Alliant has taken the lead on all of the 5 RFP's we have out. They also have been included in all of our provider updates calls, and they have resolved a few minor issues we had with a few of our providers.	Yes.	So far, yes.	<p>Strengths They have a solid team that will back each other up if one is out of the office. Our account representative has always been available and she will respond to all emails within a few hours.</p> <p>Weaknesses Our relationship only extends to a few months, and so far I have not seen any weaknesses.</p>	No.	Yes, very likely if their service and cost continues as they have been. BLR followed up by email to ask if this "yes" applied to both questions and Ms. Crabtree responded, "That is correct, It applies to both. Again we have only been with them for a short period of time."	
4/20/2021 Provided written response via email	Keith Mentzer, Personnel Program Manager II Benefits Division CA Department of Human Resources	Alliant has been our broker for insurance services for just over three years. During that time, they have worked with us on several insurance benefit contracts. In addition, they have coordinated efforts to publish a new benefits summary booklet and additional publications. Alliant has worked to learn our insurance offerings and special needs. They communicate consistently and their work tends to be thorough and complete.	Yes, Alliant was responsible, accessible and available throughout the projects.	Yes, we are satisfied with the work performed.	<p>Strengths Alliant has a thorough knowledge of employee insurance benefits and the options that exist, including knowledge of outreach strategies and employee benefit portal and technology options.</p> <p>Weaknesses None provided.</p>	No, we have not.	Yes, I would recommend Alliant. BLR followed up by email to ask if this "yes" applied to both questions and Mr. Mentzer responded "Yes, it does. I do have to add that caveat that we are required to go out to bid on these contracts periodically and the winning bid may or may not be the current contractor."	None come to mind.

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04/20/2021 Provided written response via email	Michelle Hamilton, Human Resources Officer Benefits & Return to Work Department of Human Resources City of Long Beach, California	<p>Alliant is the City's benefits consultant and they handle several deliverables for us, including the actuarial analysis and development of employer/employee contributions for the self-funded and fully insured medical, dental, vision plans, in addition to employer-paid and voluntary life and disability plans; and other voluntary wellness and concierge plans. The most significant project Alliant completes for the City on an annual basis is the negotiation of rates and development of the contribution amounts for the full suite of benefits in time for Open Enrollment.</p> <ul style="list-style-type: none"> • Leading up to City Council approval, the Alliant team reviews pertinent trends, tracks the City's experience which may have impact on rates, and we meet consistently to develop presentations for sharing with the Health Insurance Advisory Committee (HIAC), which is comprised of union representatives. • Alliant works with each of the core benefits vendors to present the previous year's utilization results to the HIAC so that they are aware of the City's experience well in advance of rate negotiations. • Alliant begins the rate negotiation process for the purposes of developing rate structure and confirms the rate structuring via their actuarial team and an external actuary to ensure that the City can trust Alliant's calculations, and communicates the proposed structure to the HIAC; responds to any questions. • Strategizes with HR on cost-effective measures and recommended plan design changes. • Works with the HR staff on written communications to leadership and City Council on rate approval. • Develops employee communications based on the City's campaign theme. • Provide support in developing virtual Open Enrollment events for actives and retirees. • Closes out the year with recommendations of contracts that the City should plan RFPs for. 	Yes, the Alliant team is not only responsive, but they are proactive, flexible and make sure that the City meets its deliverables as it pertains to the implementation of whatever project they are working with the City on, including providing pertinent responses from the City to specific vendors. They are heavily customer service oriented.	Yes, immensely. Prior to working with the City, I was familiar with other benefits consulting firms, and had never worked directly with Alliant. However, I quickly realized how much of a partner they are to the City and have been extremely pleased with the team that I have been assigned to.	<p>Strengths Their strengths lie in their negotiating prowess, knowledge of benefits trends, new resources, including the best in class among third party administrators, and their ability to strategize based on the City's needs.</p> <p>Weaknesses None provided.</p>	I remember once there was an issue with a formula in a spreadsheet that Alliant used to prepare rates for resulted in a misquote of contributions needed for the following year. However, once they discovered the issue, they were very transparent and outlined the steps that they would take in terms of notifying the HIAC, leadership, etc. I appreciated the professionalism displayed and the approach taken to "notify and fix."	Yes, I would recommend Alliant to other entities. They are trustworthy and transparent, and they are honest and upfront with you if your claims are trending in a certain manner. They truly partner with the employer and take time to explain concepts to help your leaders understand "benefits language," that they may not be used to hearing. They are also very strong in terms of compliancy and host webinars and provide bi-weekly updates on various bits of legislation. BLR followed up by email to ask if this "yes" applied to both questions and Ms. Hamilton responded, "Yes, I would and do recommend Alliant and would choose Alliant again in the future."	<p>You did not ask if we have renewed a contract with them or if the current contract is the first one, or about their employee communications. The City has been a partner of Alliant for over 10 years, and one of the things that stood out during the RFP process, was that even as an incumbent, Alliant's proposal was crafted in such a way that you would have thought that they were introducing themselves to the City for the first time. Many times, the incumbent does not put forth great effort to respond to an RFP, but Alliant did, and it made such a great impression on the RFP panel. Their approach to the RFP, spoke volumes about their commitment to maintaining a positive reputation in the industry, their professionalism and their carefulness in not taking clients for granted. I think you would be very pleased with what they offer.</p> <p>They have a top-notch team who can develop professional and eye-catching communications that go a long way in promoting your core values, benefits initiatives and resources to employees.</p>