The 3 steps to transitioning your health insurance provider

Step 1
Consultation & planning

Step 2
Communication & preparation

Step 3
Optimise & go live

For many HR leaders, the idea of switching health insurance providers can be daunting. You might assume that the process will take up a huge amount of your business' time, energy and resources, and this may lead you to the conclusion that it simply isn't worth it. However, by avoiding the transition, you could be missing out on multiple benefits including the latest innovations, a refresh of your data and insights, and the opportunity to drive engagement with your employees. And that's not all. Many of your concerns about changing supplier may actually be unfounded.

With the right partner and the right process, making the switch to a new health insurance provider doesn't have to be resource-intensive, stressful or time consuming. In fact, at Irish Life Health, we've distilled the transition process down into three simple steps that ask as little from your business and your people as possible…

Step 1
Consultation & planning

First, we'll conduct a consultative process so we can understand your business' needs, concerns and ideal timelines. Next, we'll create a project plan, where we'll map out all of the elements involved before your go-live date. This will include information about the roles and responsibilities of all who are involved in the project, contracting and admin plans, and a communication strategy – plus much more.

? Your questions answered...

- **How long will my transition take?**
  We will create a bespoke transition plan for your business which will be configured around the time you have available.

- **Will this take up all of our employees' time?**
  At Irish Life Health, we'll take full responsibility and ownership of the transition process, acting as the project coordinator - so your employees don't have to.

Step 2
Communication & preparation

Irish Life Health will support you with a full internal communications strategy.

Our experts can help you to find the right way to tell your employees about the changes to their plan, and answer any questions they may have. We'll plan a comprehensive calendar of employee presentations where we'll run through their new plan benefits and answer any questions they may have.

We can also facilitate one-to-one consultations for those who would prefer that. This can be done either onsite or virtually, whichever is most appropriate. We'll also make employee information packs available, which will include all of the details they'll need about Irish Life Health.

Your questions answered...

- **What if my employees want to keep their existing consultants?**
  Your employees will enjoy continuity of cover with their chosen healthcare professionals.

- **How will you support our vulnerable staff?**
  We'll reach out to any of your employees who are out of office, or who have expressed concerns about the switch to Irish Life Health, and will offer them a 1:1 consultation so we can explain our services and alleviate any worries they may have.

- **Will the transition result in more HR queries?**
  We'll communicate carefully, clearly and comprehensively with your employees throughout the transition process to ensure there is no strain on your HR teams.

Step 3
Optimise & go live

After making sure all of your employees are happy, engaged and on board with the transition, we'll complete the last few steps to get you up and running. This includes sourcing and cleaning the data from your previous health insurer provider, so we can make certain that all of your employees' details are up to date, and remove any legacy data to ensure you're only paying to support those you should be. We'll then send your employees th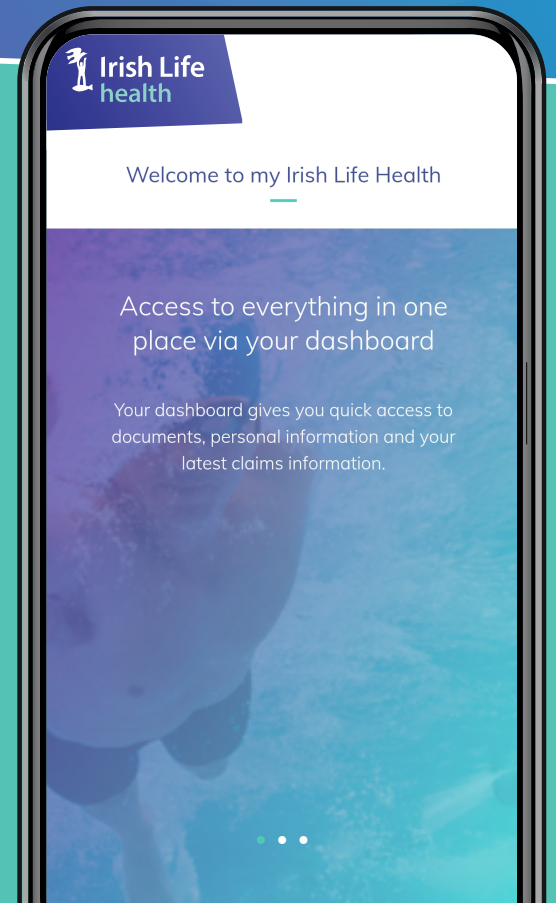eir policy number prior to the go-live, so they are safe in the knowledge that they are covered by Irish Life Health from day one.

Finally, we'll go live, and your people will gain mobile and PC access to the member portal, where they can make claims, and access MyClinic, where they can book unlimited 24/7 consultations with GPs, nurses and professionally trained counsellors, and access expert advice from physiotherapists, dieticians, plus much more*.

? Your questions answered...

- **When will our employees covered?**
  Your employees will be covered by Irish Life Health as soon as you go live – there are no delays and no need to re-serve waiting periods. We will also aim to issue policy documents and digital membership cards before your renewal date.

- **How will your platform integrate with our existing tech?**
  We will liaise with your provider or in-house teams to ensure a vseamless integration.

Irish Life health

Welcome to my Irish Life Health

Access to everything in one place via your dashboard

Your dashboard gives you quick access to documents, personal information and your latest claims information.

Make the switch to Irish Life Health today

We understand that your time is precious – likely more so now than ever before. So, we make partnering with Irish Life Health as easy as it can be. Having successfully transitioned to over 2,500 group schemes to date, you can rely on us to deliver a swift and smooth transition. But that's not all – our experts will work with you throughout your contract to make sure your employees' needs are met, and that they're making the most of the broad range of benefits on offer. We will even generate aggregate user reports and trend analyses to identify the most pertinent insights and then share and discuss these with you, ensuring you have everything you need to keep on doing what you do best – supporting your people to live healthier and more fulfilling lives.

To discover just how easy it is to make the switch to Irish Life Health, contact one of our experts today on

01-5625248   or visit   irishlifehealth.ie

Irish Life Health dac is regulated by the Central Bank of Ireland.

*Professional counselling is provided through Lifeworks by Morneau Shepell and is available to age 16+. Virtual Physiotherapy and Virtual Dietician services are provided by Spectrum Health. Members must be aged 18+. Digital Doctor service provided by Health Hero. Nurse on Call provided by Healix Medical Partnership LLP. Terms and conditions apply - See your membership handbook or www.irishlifehealth.ie/myclinic for details.

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