



CASE STUDY:

Oil & Gas

Personalized Benefits Support: Enhancing Employee Experience with Optavise

Workforce 2,076 employees

CHALLENGE

This oil and gas company faced significant internal challenges that left employees feeling frustrated and disconnected. A lack of cohesion among leadership, HR, and benefits teams made it difficult to address employee inquiries efficiently. Employees were required to navigate an impersonal call center, which failed to meet their needs or provide the personalized support necessary for complex benefits questions. Without a dedicated resource to assist employees, confusion and dissatisfaction persisted.

OPTAVISE SOLUTIONS

The company partnered with Optavise to transform the employee benefits experience. Optavise provided employees with direct access to benefits navigation experts. This streamlined approach not only reduced confusion but also empowered employees to fully utilize their benefits, leading to greater engagement and satisfaction.

Building on this success, the company expanded its partnership with Optavise to manage dependent verification, ensuring compliance and accuracy while reducing administrative burden.

RESULTS



\$5,683
average savings

from choosing a cost effective care option for an MRI



\$1,339
avg savings
for members per case



\$639
avg reward

members receive for choosing the lower cost, high quality care



80%
member satisfaction rate



55%
utilization rate



"Each experience has been exceptional. The team always offers great knowledge with patience, ensuring that all my questions are answered thoroughly and in a way that I can easily understand. Always an awesome experience"

-Erik G., Member