



How superior support and transparency helps Chegg grow

CLIENT:

Chegg®

INDUSTRY:

Educational technology

ABOUT COMPANY:

Chegg's student-first learning platform makes higher education more affordable and accessible while improving student outcomes.

EMPLOYEE COUNT:

1,000+

HEADQUARTERS:

Santa Clara, CA

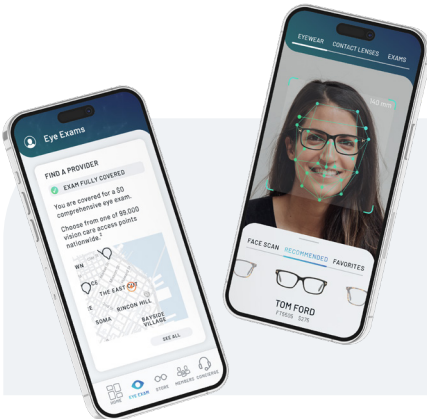
OVERVIEW

As a lean benefits team overseeing 1,000+ employees, Tracy Clemente, Chegg's Director, North America Benefits needs solutions that offer efficient implementation and have a clear impact on employees. However, when it came to their vision care, Chegg's traditional insurance provider took a one-size-fits-all approach that lacked the customization and simplicity employees wanted and the transparency and communication her team needed.

A SIMPLE APPROACH TO SUPPORT EVERY EMPLOYEE

Often, Chegg has benefits vendors they never hear from, which can make understanding and communicating program impact to internal stakeholders difficult and time-consuming for the HR team. This lack of transparency has impacted Chegg employees, too. Many employees often struggled to understand the true value their vision insurance provided them with its limitations and constraints, let alone use the benefits.

However, by adding XP Health, Chegg immediately gained more insight into their vision care offerings and streamlined their program management. XP Health helped Chegg provide more choice and value to their employees than their traditional vision plan could. "We typically don't want one-size-fits all type solutions for our people," said Tracy, "which is why we love XP Health. They offer something for everyone," citing support for different frames, lenses, and contacts plus sunglasses for employees without a prescription, all at a reduced cost.



"XP Health checks all the boxes for vision care. Great quality, easy for employees to use, affordable, and excellent customer service. Why wouldn't you implement it?"

Tracy Clemente, Director, North America Benefits at Chegg

HOW XP HEALTH GREW WITH CHEGG

From the start of the relationship, XP Health worked closely and regularly with Chegg to understand the needs of the HR team and Chegg's employees. "One of the things I love most about our relationship is that we've grown together. XP Health can always pivot ahead of us and offer innovations our people want and need. When it comes to vision care, they seem to anticipate our employee needs before other vendors can."

- **BIG SAVINGS:** Before XP Health, some employees paid over \$700 out-of-pocket for new lenses and frames with vision insurance. With XP Health, employees and their families now easily find top frames and lenses for on average \$54 total savings delivered to employees.
- **SEAMLESS IMPLEMENTATION.** XP Health helped the Chegg HR team seamlessly roll out the program to new employees with marketing communications that highlight the XP Health program benefits.
- **TRANSPARENT SUPPORT:** Chegg gets clear updates on their vision program's impact, which enables them to keep the leadership team in the loop and help Chegg act on opportunities.



OUR IMPACT

While investing in new benefits programs was previously cumbersome and difficult to sell internally, XP Health made it less resource-intensive due to easy change management and a hands-on approach from the XP Health team. Tracy says that XPHealth's forward thinking "helped make ramping up our investment simple and not a big lift for our team." **Working together, XP Health helped Chegg achieve:**



40% OF EMPLOYEES PURCHASED EYEWEAR

Nearly 40% of employees have purchased eyewear through the XP Health platform since launch



\$54 AVERAGE COST FOR FRAMES AND LENSES

Reduced out-of-pocket costs to an average of just \$54 for new frames and lenses



32% OF FRAMES HAD \$0 OUT-OF-POCKET COSTS

Up to 32% of all new frames ordered through XP Health had \$0 out-of-pocket costs



To learn more, email info@xphealth.co or visit us at xphealth.co.