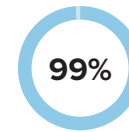


# Vendor Profile for Benefit Brokers

**Headquarters** ..... Cincinnati, Ohio  
**Year Established** ..... 1989  
**Number of Employees** ..... 110  
**Market Served** ..... U.S. Employers and Healthcare Organizations  
**Target Market Size** ..... 300+ employees / 300+ patient beds

## Boost Retention & Loyalty



of surveyed customers agreed the service makes them feel valued by their employer.



## Value Proposition

**Burnout and its effect on mental health and wellbeing is a growing problem in today's workforce.**

Best Upon Request, an employer-funded employee benefit, addresses this need head-on with the gift of time; our concierge program is uniquely suited to reduce work-life friction. When employees offload tasks and errands to their dedicated concierge, it alleviates their mental load, saves them time, and gives them the freedom to focus. In healthcare, BEST also serves patient families to improve the patient experience by attending to non-medical needs.



## Target Population

- **Employee** – Employers who prioritize investment in their people.
- **Maternity** – Innovative employers that have at least 100 maternity leaves taken annually, and who focus on gender parity in the leadership pipeline.
- **Physician** – Medical groups or healthcare organizations with at least 100 physicians and APPs.
- **Patient** – Healthcare organizations that want to increase patient satisfaction and market share via their ED, Maternity Unit, etc.



## Service Channels

- Direct contracting with client.



## Outcomes

- One client increased provider engagement by 10 percentage points within the first year of implementing our Physician Concierge Program.
- A Maternity Concierge client saw female employees who enrolled in the program were 25% more likely to remain with their employer six months after returning from maternity leave.
- An emergency department with our Patient Concierge Program found patients 10% more likely to recommend their hospital to others.



## Solution Overview

- **Employee Concierge** – Attract, engage and retain talent with a work/life employee benefit that instantly decreases stress and improves wellness.
- **Maternity Concierge** – Employees who are pregnant, on maternity leave or have an infant receive much-needed assistance tailored to a working parent.
- **Physician Concierge** – Give your physicians the #1 thing they need to beat burnout and provide the best possible care for patients: more time.
- **Patient Concierge** – Improve the patient experience one service at a time with an added layer of empathy, care and compassion.



## Pricing Model

- Fixed monthly contract fee billed quarterly.
- Scoping determines price. Based on size and needs of organization.
- Variables include hours of service, concentration of employer workforce, patient beds/volume for healthcare programs, service mix priority, etc.



## Differentiators

- High touch, high tech (professionals using secure technology).
- Service excellence (99% customer satisfaction).
- Dedicated concierge teams with strong corporate support (no call centers).
- Strategic partner (to drive an ROI).
- Certified Minority and Women Business Enterprise.



## Next Steps

Invite BEST to a conversation with your client. We can equip you with introductory information, but in order to provide pricing, we need direct access to scope. We will partner with you to plan a smooth hand off.

Collateral such as program guides, client success stories, testimonials, videos and blog posts available upon request.