

## Case Study



“This is a family run business and the owners, Jack and Betty, treat employees like family,” said Nations, who joined the company in 2008. “They care about employee health and they want employees to have good insurance – it’s as simple as that.”

## What’s all the buzz about?

### Mann Lake is very happy with HealthPartners

When it comes to human resources at Mann Lake, the leading beekeeping supply company in North America, you could say that Vicki Nations is the queen bee. As the manager of human resources, Nations is responsible for the health and well-being of approximately 120 employees in two locations – rural Hackensack, Minn. and suburban Woodland, Calif. Managing productivity, as well as multiple plans, an FSA and well-being activities in multiple locations can be a challenge – especially since the company has more than doubled in size in the last three years – but it’s a priority.

## A clear path to success

Knowing that total employee health was a priority, Nations encouraged management to add a dental plan in 2009. They were open to the idea, so Nations worked with Mann Lake's broker to start the bidding process.

"I wanted to shop the market because I was frustrated with our current medical carrier and felt like they weren't bringing good solutions to the table for us," Nations said. "We bid with three medical carriers and three dental carriers. Ultimately, HealthPartners benefit options and pricing made the decision a no brainer for me."

Nations shared her findings with management and when they liked what HealthPartners had to offer, Nations saw an opportunity to streamline medical, FSA and dental coverage with one carrier - so she took it.

Mann Lake implemented a Health Reimbursement Account (HRA) plan for medical and an Open Access dental plan, as well as both health care and dependent care Flexible Spending Account (FSA) plans.

"At first some employees were a little hesitant because they didn't know the HealthPartners name and were nervous changing, but it was well received and I rarely get complaints," Nations said. "In fact, I was hoping for 50 percent participation in the dental plan which was totally new, but got 78 percent!"

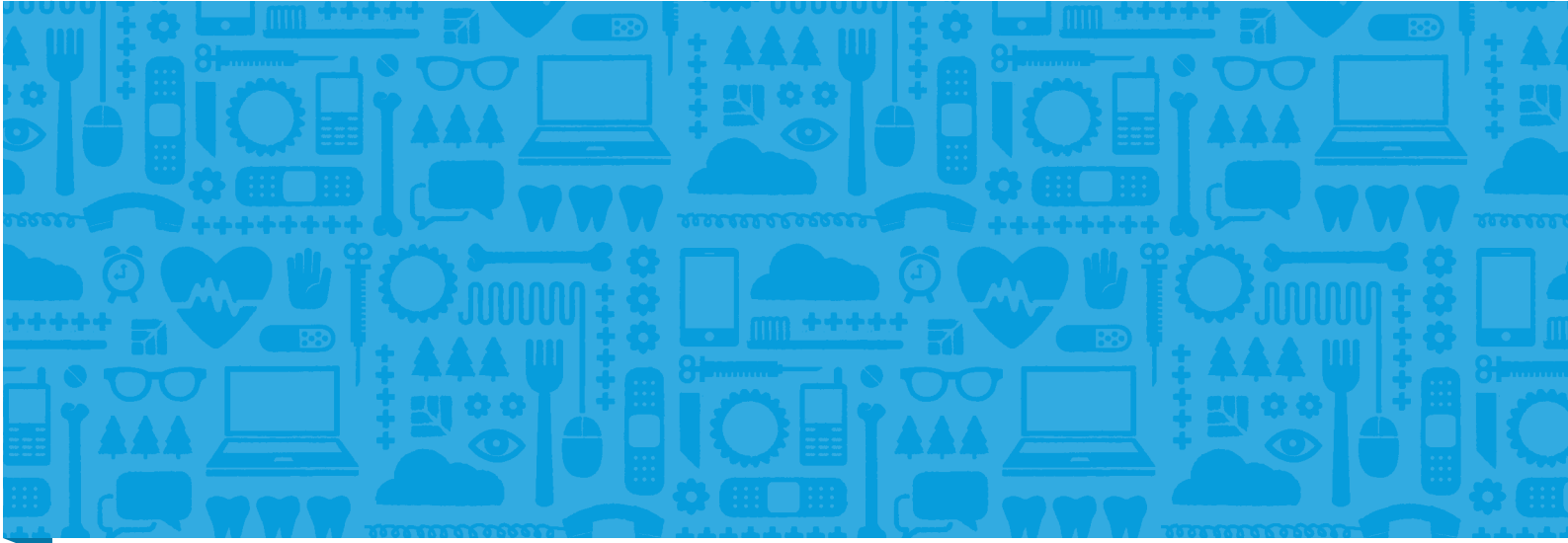
## Streamlined plan administration

HealthPartners medical, dental and FSA plans are designed to work together seamlessly for a better administrator and member experience. Bundle all three and employees rarely have to handle a paper claim because HealthPartners does it all electronically with the providers. For members, that means all administrative functions, including enrollment, claims payments, member services, member materials and personalized web tools are provided in one place — regardless of where the member lives. Nations agreed no other carrier plan makes administration so easy!



*"One carrier is much simpler for me and the employees really like it too," Nations said. "It's really a better open enrollment experience too. One form, one report, one bill to audit, one enrollment meeting instead of two and one place for everyone to go with questions."*





### **A satisfied client**

“Before this experience, I didn’t know the difference from one carrier to another and now I really do and it’s been a great experience. I have already referred other employers to HealthPartners and I do it every chance I get,” Nations said. “Plus, it’s been great for our employees too. In my position employees will let you know if they are unhappy so no news is good news – and that’s really how it’s been.”

### **About Mann Lake**

Mann Lake is the leading beekeeping supply company in North America, providing everything needed to ensure bees are the healthiest they can be. Mann Lake manufactures everything from Hives and Protective Clothing to Feeds, Medications, and Mite Controls. As a manufacturer, Mann Lake provides the highest quality products and the best direct prices. Mann Lake is an employee-owned company that prides itself on innovation and customer service with the goal to make every customer feel like our only customer.



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