



Consultant / Brokerage Partnership

“YOUR EMPLOYEES ARE
your greatest asset” -Pat McGohan



Good, smart people effectively
managing the entire health care dollar.

By the Numbers

Independent/Private-owned – McGohan Brabender is independently owned with 19 active Shareholders and has grown into one of the largest independent brokerage and consulting agencies in the United States with 180 employees and offices in Dayton, Cincinnati, Columbus and Indianapolis.

We are the largest specialized full-service employee benefits-only firm in Ohio.

- We rank among the top 50 in the United States.
- We serve more than 1400 clients, representing 250,000 employees and over \$1 Billion in healthcare premium.

Specialized – MB specializes and focuses on one dedicated discipline, **Employee Benefits...Its All We Do!**

Our peers are spread out across a number of services (property & casualty, bonds, surety, personal lines of insurance, etc.).



We lean on **strategy and innovation** to bring new trends on healthcare services to the market. MB furnishes the City with an **independent compliance attorney** which we put on retainer to act in the best interest of the City of Toledo to provide guidance on all compliance mandates. Finally, our **data analytics team** allows us to develop sophisticated benchmarking and projection modeling.

The Company We Keep - 200+ Public Entity Clients

Focused on Public Entities –

- MB works with over 200 Public Entities across the state of Ohio.
- MB utilizes SERB annual healthcare benchmarking data to assess best practices of all Ohio public entities.
- MB manages and supports several exclusive, proprietary public entity consortium programs.
- We partner with and are highly familiar with the support public entities receive through the Health Action Council.
- MB manages the benefits programs for several union groups directly.

Below is a list of union clients where MB acts as their consultant directly:

- IBEW Local 212
- IUE-CWA VEBA Trust
- IAFF Local 450 VEBA Trust
- Police Union #7 VEBA Trust



MB CONSULTING SERVICES

Full-Service Brokerage Firm – McGohan Brabender takes a team approach to account management.

- The City of Toledo has two team leaders (Consultants) who will manage the renewal process and strategic discussions (including plan design evaluation).
- In addition, the City will have a Director of Account Management who along with an Account Relations Manager will handle day-to-day responsibilities relative to the benefits program and services.
- Together and in close partnership with other departments your MB account team will coordinate other team services including:
 - Wellness Initiatives
 - developing a benefit strategy that reflects the culture of the City of Toledo through proactive health management, claims reporting, program launch assistance and employee engagement.
 - Financial and Analytic Services (FAS)
 - Customized data analytics reporting including actuarial Services, benefit design consulting, plan forecasting and cost impact studies effecting the City and its employees.



- Innovation and Communications Services
 - Provide customized multi-media employee communication including directly to employees.
- Legal/Compliance Services and Guidance.
- All employees have direct access to our MB Advocates team to answer their specific questions and resolve issues related to claims, benefits, health care providers as well as many other benefit related issues.

CITY OF TOLEDO's McGOHAN BRABENDER SERVICE TEAM



Brett Chmiel
CONSULTANT



Tony Lombardo
SHAREHOLDER &
CONSULTANT



Beth Bailey
SEGMENT LEADER/
DIRECTOR OF ACCOUNT
MANAGEMENT

Additional Team Members:



Jim Brown
DIRECTOR OF
FINANCIAL ANALYTICS



Dennis Taylor Trochez
FINANCIAL ANALYST



Kim Snyder
DIRECTOR OF MB
ADVOCATES



Anne Marie Singleton
SHAREHOLDER &
DIRECTOR OF GROWTH



Emily Hulthen
DIRECTOR OF ACCOUNT
MANAGEMENT



Karina Nudelman
ACCOUNT RELATIONSHIP
MANAGER



Alex Crouch
POPULATION HEALTH
MANAGER



David Homan
SHAREHOLDER &
DIRECTOR OF
INNOVATION



Emily Hess
COMPLIANCE
ATTORNEY

Questions / Thank you!





Addendum Slides



In 2020, MB's clients saved over \$1.1 million. We receive repeat "wow" feedback regarding the value of our Advocacy team. In 2021, we have saved clients and their employees over \$104K.

*EXCEPTIONAL SERVICE IS PART OF OUR BRAND.
WE ARE GOOD, SMART PEOPLE FIGHTING FOR YOU.*

WHAT WE DO

At MB, advocacy is more than a department ... it's the foundation of our organization. Our knowledgeable problem-solvers are passionately committed to finding the right solution for every client, every time.

HOW IT WORKS

If you've contacted your physician or carrier and weren't satisfied with the response, our MB Advocate's are there to step in on your behalf. We have direct access to senior-level representatives at our carrier partners. We know how to get to the bottom of issues like:

- [Explanation of Benefit](#)
- [Provider Billing Questions](#)
- [Coordination of Benefits](#)
- [Pre-authorization Help](#)
- [Enrollment Status](#)



C2 By the Numbers



THE NATIONAL LEADER IN DRIVING COLLABORATIVE SOLUTIONS IN EMPLOYEE BENEFITS CONSULTING.



MEMBERSHIP
Comprised of six of the nation's top regional firms



TOGETHER
Deliver a combination of unmatched services



LOCATION
Over 50 strategically located offices equal one of the largest privately held firms in the nation



2 MILLION
Members



375
Consultants



\$12.9 BILLION
Premium
Managed



2350
Employees



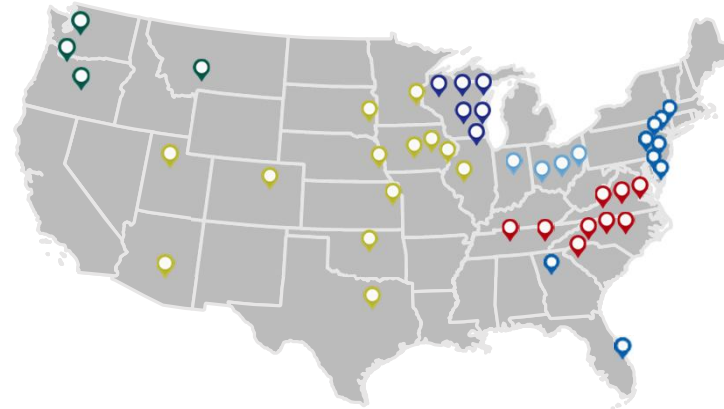
50
Locations



\$570 MILLION
Total Firm
Revenues



7000+
Customers





Current Situation & Priorities

- Contain and control costs
- Provide high quality benefits to employees
- Improve health and wellness initiatives
- Improve health engagement & education to employees
- Maintain Rx costs with the Health Action Council
- Align benefit deductibles & plan year renewals



COST and QUALITY

PRESENTED BY
MCGOHAN BRABENDER



McGohan Brabender



AFTER HOUR OPTIONS

PRESENTED BY

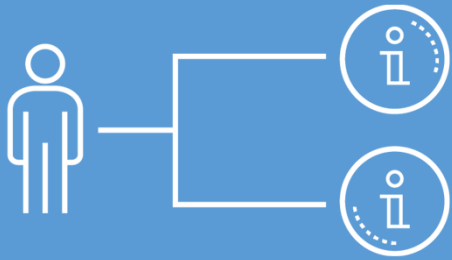


PCP offers easy access, better outcomes, lower costs

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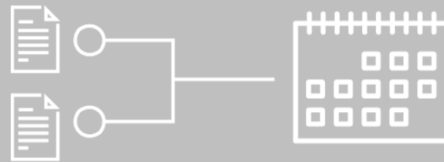
ACCELERATEGO!

PHASE 1 | DATA GATHERING



IT IS TIME TO GATHER YOUR EMPLOYEE'S (AND THEIR SPOUSE/PARTNER) CELL PHONE NUMBER AND EMAIL ADDRESS. WITH THESE TOOLS, **ACCELERATEGO!** COMMUNICATES YOUR MESSAGE. IF YOU ALREADY HAVE THIS INFO, YOU ARE AHEAD OF THE GAME!

PHASE 2 | CONTENT DECISIONS



WHAT DO YOU NEED TO COMMUNICATE? A ONE-TIME MESSAGE? OR DO YOU WANT TO TAKE ADVANTAGE OF CONTENT CREATED BY MCGOHAN BRABENDER TO CREATE A CUSTOM CONTENT CALENDAR?

PHASE 3 | MESSAGE DELIVERY



HOW DO YOU WANT TO COMMUNICATE? **ACCELERATEGO!** CAN REACH OUT VIA EMAIL, TEXT MESSAGE AND VOICE MESSAGE. YOU CAN USE ANY ONE OR ALL THREE! YOU CAN ALSO SCHEDULE THE DAY AND TIME, SPECIFIC TO YOUR WORKFORCE.

PHASE 4 | KICK BACK. RELAX. FORGET ABOUT IT.



NOW, THE BEST PART, YOU DO NOTHING! MCGOHAN BRABENDER DOES ALL THE WORK TO SET UP, DELIVER, AND RECORD. SO YOU CAN RELAX KNOWING YOUR EMPLOYEES ARE GETTING THE BENEFIT INFORMATION THEY NEED.

TURN DATA INTO DIRECTION - Beyond traditional data warehousing and analytics, Springbuk unlocks the potential of your data in order to maximize the value of your employee health investment decisions. The intelligence engine's risk generation and predictive modeling are powered by Optum's clinical expertise - using the latest in machine learning and AI capabilities.

