

A SEAMLESS TRANSITION

How Cigna One Guide[®] helped to support a merger



When the merger between Harris Corp. and L3 Technologies closed in June 2019, the newly combined company, L3Harris Technologies, Inc., began the task of combining its two workforces into one.

In addition to bringing people together, company leaders also needed to bring consistent processes and plans together. **A major component of the merger was bringing all of those employees under one health plan**—and quickly expanding the number of covered members from **32,000 to 82,000**. All employees were being introduced to three new medical plan options and, for many employees, Cigna was also new. As a result, there was concern about the transition.

“Change can be really difficult, especially when it comes to healthcare, which is so personal,” said Allison Oncel, L3Harris Technology’s Senior Director, Global Benefits. The L3Harris HR team recognized how stressful changing healthcare plans and companies can be for employees. To help the transition, L3Harris coordinated with Cigna to hold **more than 100 in-person informational sessions** as part of a communication campaign between August and December. They also directed employees to myCigna for additional information and encouraged employees to call Cigna One Guide’s pre-enrollment line.

“Having a resource employees could call to ask all those personal questions about their particular situation and how it will be handled under Cigna provided a lot of reassurance that the transition wasn’t going to be disruptive.”



Allison Oncel, Senior Director, Global Benefits



L3HARRIS™

A leading aerospace and defense contractor headquartered in Melbourne, Florida.



Medical + Behavioral + Dental with Cigna One Guide



Employees: 50,000



Covered participants:

Before the merger: 32,000
After the merger: 82,000

Customers are company employees, retirees, spouses, dependents

Together, all the way.[®]

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Offered by Cigna Health and Life Insurance Company, or its affiliates.

Cigna One Guide: A one-stop shop for comprehensive support

Strong first impressions

Employees' first interactions with One Guide personal guides provided the support employees desired as well as crucial reassurance that their needs would be met with their new health plan. Questions such as "Is my doctor in network?" or "If I have a chronic condition, how will I be supported?" were quickly addressed. **In fact, when evaluating healthcare carriers, L3Harris found that most of the historical providers being accessed by the combined membership were in-network with Cigna.**

"No news is good news," said Allison Oncel. So, when the L3Harris benefits team didn't hear any feedback about the pre-enrollment process with Cigna and One Guide, "that, in our world, is a success."

Support throughout the journey

The post-enrollment period also went smoothly for employees. Allison explained that L3Harris wants all of its partners to be the face of the services they provide. After enrollment, customers continued to feel supported. Many felt that One Guide was an extension of their HR team. In fact, customer satisfaction with One Guide actually improved. Before the merger, the **Overall Advocate Satisfaction score was 84.7%. After the merger, it improved to 89.4%.**

Overall, the L3Harris team encourages employees to be self-reliant and utilize available resources to get answers to their questions. One Guide continues to be a reliable source for providing those answers and taking the burden off of the company's benefits team.

All L3Harris employees know where to turn when they have questions and concerns about their benefits plan. And in early 2020, the One Guide team was able to handle any coverage questions related to the COVID-19 pandemic.

An ongoing collaborative partnership

More than doubling the size of an organization's health plan membership in a short period of time is no small feat. But with Cigna, the L3Harris team was able to help guide a smooth transition among members. Employee engagement and satisfaction with Cigna and One Guide are as strong as ever.

Overall One Guide utilization by employees increased from 42% to 67%¹

Overall Advocate Satisfaction score²:

84.7%

Harris Corp.,
Jan.-June 2019

89.4%

L3Harris Technologies, Inc.,
Jan.-June 2020

Increasing engagement through One Guide³

User engagement for One Guide users (vs. non-users)



11% higher

Cigna Collaborative Care, Cigna Care Designated, Centers of Excellence utilization



8% higher

Health Engagement Index



7% higher

preventive services use

Together, all the way.[®]



1. Consultative Analytics Platform report, January 2019 through June 2019 compared to January 2020 through June 2020.

2. Harris Corp. and L3Harris Technologies Inc. results from Cigna's tVOC program

3. Consultative Analytics Platform report, January 2020 through June 2020. Results may vary.

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