

## **Concord Management Resources**

Sector: Insurance | Size Range: 30-49 Employees | Interviewed: 4/15/2020

### **The Company**

Concord is an health plan management and consulting company which establishes and administers self-insured plans, including Members HealthPlan NJ, the Multiple Employer Welfare Arrangement (MEWA) health plan utilized by many EANJ members.

### **Staffing**

Concord was previously set up so that everyone had VPN access, a laptop, and access to a virtual phone system, which made the transition to telework much quicker and easier. They moved to full telework on March 13th after following anecdotal and official guidance and hearing about other companies moving to telework arrangements. Only one person goes into the office, an administrative assistant who needs to be present in the office to do most of her work. She goes in every day to direct phone calls, handle mail, print, and send mailings to clients. For teleworking employees, Concord allows employees to borrow computer monitors to help make their work more productive.

### **Communication and Coordination**

Concord's leadership has conference calls every Monday and Wednesday and the whole staff has conference calls every other week or so. The Company employs a nurse as its Chief Clinical Officer, who tracks CDC updates and local health advisories, sending out email updates as needed. Managers have stepped up their communications with insurance brokers and agents and have virtually boosted employee morale through team-building campaigns. For example, they did a "Concord Heroes" project via email where they asked for employees to share pictures and stories about family members working in healthcare, serving as police officers, and contributing elsewhere on the front line. The feedback was compiled into a PowerPoint and shared with employees. HR also asked for employees to share some of the ways they and their families were spending their free time while most businesses are closed. The employees shared lots of photos of cooking, outdoor activities and pets in an effort to stay connected while working remotely. Principals have encouraged all employees to avoid conferences two afternoons a week for everyone take a break and focus on family.

### **Impact of Uncertainty**

Concord is faced by the same questions as other organizations in the health plan industry; What will be the total impact of COVID-related claims? How many members will they gain or lose during the pandemic? What will be the impact on the covered groups as they bring employees off of furlough? Because they are well set up for remote work, they have been able to maintain 100% of their staff with full pay and benefits.