

At the beginning of your Implementation, we let you know that it was our goal to make your Open Enrollment (OE) season with us as easy as possible!

We'd love to spend 30 minutes with you and any other individuals who were involved in the implementation process to see how well we did supporting you and your employees. The purpose of the call will be to discuss what parts of the implementation went well, what areas could be improved upon to make things easier for next year, and what happens now that your Open Enrollment is over.

Your debrief call will typically follow this format, and it's up to you to share as much (or as little) feedback you feel comfortable sharing.

1. Implementation Debrief

- a. Going into this year's Open Enrollment, what were your goals and did we help meet them?
- b. What were your expectations for participation and how did the end results compare to these expectations?
- c. Did you notice any barriers to participation?
- d. How did you use your communication package, and was there anything else we could have provided?
- e. What else would you like to see to further improve your decision support experience?

2. Next Steps

- a. Decision Doc Impact Dashboard
- b. Engagement with New Hires and employees that experience a Qualifying Life Event

What's next? Our team will be in touch to schedule a time that works for you. We appreciate your time and honest feedback!

Decision Doc, powered by Sherpa Score, is a joint solution offered by MyHealthMath, Inc. and Sherpa