

O.C.A. Benefit Services

Your Prescription to a Healthier Bottom Line



Dear Friends,

Thanks to your continued support and loyalty, O.C.A. has continued to grow. Over the past year we've added new enhanced services, improved our software capabilities, added broker commissions, and most importantly, brought on additional employees to the O.C.A. family that care about helping people and doing the right thing.

Given our culture as a transparent organization, I wanted to take this opportunity to share with you our action plan that was put in place to enhance our services where we not only meet expectations, but exceed them.

Staffing Growth

- Our claims/customer service department has grown by 150% over the past month with additional staffing underway.

Account Management

- We're building better employer communication channels by identifying points of contact for each employer when questions/inquiries come up. Each employer will be assigned to an O.C.A. team that contains a manager, claims analyst, and customer service representatives. By the end of this week we'll be sending out an email (as well as a mailing) to each employer notifying them of their designated support team. To see our full contact list, [click here](#).

Improved Phone System

- We have made a major investment in our telephone systems which will provide analytics on measurable customer service areas.

Enhanced Employee Communication

- We are revamping our employee communication emails, creating employee educational videos, and have launched a new www.oca125.com website.

Future Plans in 2016

- We will further enhance our customer service and analytics with the addition of Client Management Software (CRM) that we are planning to add at the end of 2016.
- Additional service enhancements are in the implementation stage and will be rolled out later this year.

Every employee that works at O.C.A. from their final interview through the yearly review is ingrained with one simple rule: your number one job at O.C.A. is to help people. While we don't hold ourselves to be perfect, we do hold ourselves to be accountable. As we continue to expand our service offerings we won't lose focus on what you expect us to provide.

We're very excited for the future of O.C.A. and I thank you for your continued support. Should you have any questions, please feel free to contact me directly.

Sincerely,
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