

# Open Enrollment Support



## The Challenge

A regional healthcare provider launched a new 800-phone number for employees to contact the HR department as a one stop shop. The center needed ample support for an open enrollment peak season. This client's human resources team needed an innovative workforce and partner, who could supplement staffing needs.

## The Solution

EAW came to the table as a partner with a regional healthcare provider, adapting to their business needs right away. By providing a workforce of students eager to join the healthcare industry after graduation, EAW had the operational expertise to assist the healthcare provider in setting up a net-new, centralized contact center within their local facilities.

- Through establishing a new centralized contact center, EAW was able to expand clients hours of operations - allowing healthcare employees access to HR at their convenience
- EAW staff was able to answer and resolve all employee inquiries from benefits to payroll.

**“Our HR Call Center, staffed by EAW students, has been a tremendous asset to our employees and HR team.”**

- Regional Healthcare Provider HR Manager

## Partnership Progression

In the following months, EAW expanded its partnership with this client into additional departments. One department - led by EAW students - handles the entire onboarding lifecycle of new employees.

The client embraced EAW's mission and values, attaining a diverse, talented pipeline as students were hired into full-time roles across its organization.

The client now sees EAW not only as a partner, but as an unmatched provider of an inspired collegiate workforce who push initiatives and solve client challenges.

Learn more at  
[educationatwork.org](https://educationatwork.org)  
or contact:

**Bard Chodera**

Vice President  
Revenue and Growth

[bard.chodera@educationatwork.org](mailto:bard.chodera@educationatwork.org)