

## Go-To Professionals

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I am a Human Resources Specialist in the area of Compensation and Benefits. Kim Enebo, the director of Compensation and Benefits is my direct supervisor.

I started in this position about 3 years ago, and I think that's when we started with the Nolan Financial Group. We had been working with a different company on supplemental benefits for our physicians.

Nolan Financial helps us with three major areas. With the Fall annual enrollment of our physicians, Mike Nolan flies in, works with Kim to have one-on-one meetings with our physicians about the Nolan benefits we offer, e.g., about the capital accumulation account, where the funds are invested, etc. I am the person who collects and manages all that paperwork and forwards it to Maribel at Nolan. Newly hired physicians and termed physicians also have a process and paperwork to complete. Maribel will prepare this at Nolan and forward it all on to us here at Avera McKennan.

I work closely with Maribel. If I need anything—from information about disability policies to terminations—she's the one who will gather the information and forward it on to me. She's efficient, knowledgeable, and wonderful to work with! If I do not have a clear understanding of what we are talking about, Maribel will guide me through the information or process. Kim was in on the initial set-up of the program and I am the one who handles the day to day. Kim is also always involved when needed. Maribel is our go to person.

Recently, Nolan helped us clean up a huge project in which we were changing over life insurance policies for more than 100 physicians. There were several different scenarios of policies. Did they want to keep the old policy? Be billed directly? Take the cash value? It was a big project. Maribel planned it all out and worked closely with me for months. We're just about finished. We only have about two physicians left to process.

We currently have 200 physicians who are eligible for the supplemental benefits. These supplemental benefits are offered to our physicians. They're offered everything the hospital employees are offered, plus these extra Nolan benefits.

I'm very detailed oriented, a follow-up person. I like to make sure everything is done right and finished in the most efficient manner. Maribel is awesome. From the day I started—being new in the Nolan benefit world, Maribel was there for me as well as Kim. They both were a wealth of knowledge for me. Maribel has taken the time to educate me and the result is that we work very smoothly together. I know there's a team there that supports her, but she's the one that makes it happen for me.

Maribel and I work very well together. Sometimes Maribel may have trouble contacting one of the physicians because of an incorrect e-mail address or wrong phone number and I will help her with that.

Kim may ask me to find out why something didn't happen or we may question a benefit, and Maribel always responds in a timely manner. Maribel makes it easy for me to ask questions. Maribel is very good about educating us, so that we can explain all the details of the benefits to the physicians.

Nolan was the first firm I worked with that offers supplemental benefits. I don't see their marketing materials. I cannot think of any other products or services they should offer or how they could better communicate with me. For my part they are already doing it extremely well.

What would I say to someone considering Nolan? I'd say, sit down and visit with them—they are a great company to work with. They're knowledgeable, they're timely and efficient. They know their products. I see Mike every year. He's a wonderful person. I have never felt like they did not answer my

## Go-To Professionals (continued)

questions. Sometimes I'll have a physician in my office with a question I can't answer. I'll call Maribel and put her on speaker phone and we get it worked out while the physician is here. On my end, it doesn't get much better than that.

I also work with Maribel on the billings. They are most efficient and very thorough in all areas.