

Spend More or Save Millions?

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We were in a relationship with another vendor. Their service was always very good, but their product was getting more expensive than we could justify. We just couldn't make it work, so we decided to look for other alternatives. Someone who had worked with Mike referred Nolan Financial.

We started visiting with him, talked to a couple of his clients, who were very satisfied, talked with him here about alternative methods and programs that would be acceptable to us. He seemed to be very knowledgeable about the industry and the specific options that were available. We were confident he could do it. We had him meet with our CFO and our attorney before finalizing our decision.

He always keeps us informed about issues on the national level and how they affect our program. As a result, we always feel that we're up to date about the decisions we should be considering. He gets information, not just from his own experience and exposure, but from other unbiased sources. And combined, it helps us understand why we may want to make the decisions we need to make.

Mike is very service oriented—his whole team is. Whenever we have a question, they're immediately on it. We have had him up here to meet with some of our key employees—in particular, our physicians—and he's done an excellent job of communicating with them, helping them understand the industry and what we, as the employer, are doing for those physicians. His grasp of the industry and the products out there is such that he can explain options in a way they can trust. The physicians walk away feeling reassured that the plans they have are good and they understand what we've done for them. That's a value added.

Communication and responsiveness are very good. We feel he's concerned about us as individuals; we're not just "the client." He's very personal and personable in his approach

to us. That fits well with the way we are and the way we treat our people. He's not just an expert; he's a good person to work with. The rest of his staff makes us feel the same way even though we don't work with them directly.

And, we did save the money that we thought we would! He saved us millions of dollars. That was the reason we looked for alternatives to begin with. We did save that money. And going forward, he's set up the new plan so that it is considerably less expensive to operate. We're not going to get into that situation again.

The plan participants are very satisfied. Of course, we'd all like to have better returns on our investments, but the investments we've chosen and the model we're using has been very well received.

1. Mike Nolan knows the business. And I think he's got the integrity to steer you in the direction most important to you.
2. The entire staff is very responsive
3. They care about enabling us to succeed. They want to make it work for the people we're working for—namely, our physicians.

I don't go to his website. I suppose that if people are in the market and thinking about switching vendors, it would be helpful to investigate other companies themselves.

They have met our expectations at every step. We know that they know what they're doing. They're responsive to our questions and issues and they do it in a way that makes us feel like they care about us.