



*“When working with Intercare, we feel like we are not just another client. Their staff is very knowledgeable, positive and responsive. Their ability to advise us on our international benefits has exceeded our expectations. Our Intercare account team has been able to handle everything we’ve thrown their way.”*



## Roy Burchill

Director  
HR Systems and Services  
Illumina  
Number of Employees: 1700

### Their Challenge:

Illumina, a leading provider of integrated systems for the analysis of genetic variation and biological function, was facing a 43% increase from their current healthcare provider and knew they needed to do something to control costs. They were also experiencing challenges administering domestic benefits and obtaining advice for their international employee benefits, in 19 countries and 4 continents.

### Our Solution:

Intercare developed a comprehensive approach to managing Illumina’s domestic and international benefits. By doing this, Intercare was able to save Illumina money when they incurred just a 7% increase with a new network. Intercare’s close partnership with IBIS Advisors allowed Intercare to effectively consult with Illumina on global benefit issues. Intercare and IBIS, acting like an extension of Illumina’s HR staff and viewed as an in-house advisory team, have reduced costs, identified threats to operational compliance and streamlined benefits in Illumina’s domestic and international plans. In addition, Intercare’s dedicated employee call center has saved Illumina’s internal HR staff numerous hours dealing with their employees’ benefit questions and needs.

### Success:

- Carrier negotiations and network change to take a 43% increase down to 7%
- Completed a comprehensive benefits audit in 9 strategic locations across 4 continents focusing on compliance and competitiveness
- Decreased Illumina’s tactical HR administration by implementing a dedicated call center for employees and dependents
- Developed and implemented a custom branded employees communications program



Intercare Insurance Solutions  
5375 Mira Sorrento Place Suite 550  
San Diego, CA 92121  
[www.intercaresolutions.com](http://www.intercaresolutions.com)

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