



LaborFirst

Solution Overview

LaborFirst delivers end-to-end Retiree Benefits Management. We keep pace with changing regulations and understand the complexity of the Group Medicare market. In close partnership with plan sponsors and their brokers and consultants, we help design, implement, manage, and administer group post-65 retiree healthcare benefits. Our personalized advocacy services and human-centric approach lead to cost savings, reduced administrative workload, and improved outcomes and satisfaction.

Retiree Benefits Management



Strategy

Market Analysis & Plan Design

Our Medicare experts drive value through strategic market analysis, plan design, and carrier negotiation.



Support

Program Implementation & Client Services

From the initial plan implementation to ongoing administration, our clients have a dedicated team providing comprehensive support that lightens their workload.



Advocacy

Retiree Advocacy Services

Our 160+ in-house, US-based Retiree Advocates provide one-on-one service and health benefits expertise to members.

Proven to Deliver

Our 94 Client Net Promoter Score (NPS), a key metric for customer satisfaction and loyalty, is considered world-class and significantly above the healthcare industry average score of 34. We are a two-time Gold Stevie® Award Winner for Front-Line Customer Service Team of the Year (2025 & 2024) and consistently receive a 90+ Member NPS from members surveyed monthly.

90+

NPS from Member and Client Surveys

99.9%

Client Retention Rate after 20 Years

2

Gold Stevie® Awards (2025 & 2024)

160+

In-House Retiree Advocates

Our Partnerships

We partner with all major national health carriers, and brokers and consultants, to drive value and improve outcomes for plan sponsors and their retirees.

Who We Serve

We serve 450+ groups and over 375,000 Medical and Pharmacy lives across all 50 states. Our clients are hundreds of labor unions, public sector entities, higher education, and commercial organizations.

Retiree Advocacy Services Are Our Hallmark

All members have access to a dedicated team of Retiree Advocates who they come to know on a first-name basis. The average speed of answer from a live Advocate is under 17 seconds, which is why we don't use call menus. Whether it's answering questions, or making outbound calls to providers, pharmacies, or government agencies, Advocates provide real-time assistance and solve issues on the member's behalf. Personalized advocacy fosters trust, improves engagement, and results in healthier and happier members.

“ Working with LaborFirst has completely transformed the funding of our plan as it relates to retiree healthcare. They have been a valuable partner for over eight years, from designing to implementing to managing our Medicare retirement benefits. They do all of this while guaranteeing quality retiree benefits that are still affordable.



Carl Pecoraro, Fund Chairman
Cleveland Bakers and Teamsters

We serve
375k

Medical and Pharmacy lives
nationwide and

450+
groups



Awards & Accreditations

We are HITRUST r2 certified, URAC Core accredited, and a two-time Gold Stevie® Award Winner for Front-Line Customer Service Team of the Year (2025 & 2024).

Connect with our advisors to learn how we can maximize group benefits and improve outcomes and satisfaction.

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856.780.6218



sales@LaborFirst.com



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