



**CASE STUDY:**

# Healthcare System Gets Better Outcomes with Improved Benefits Delivery

With its insourced platform, this benefits team suffered from some debilitating symptoms including system workarounds, manual processes and a poor end-user experience. Moving to a different technology and service solution was curative.

## Company Snapshot



Regional **hospital and physician network** in Pennsylvania



Offers leading-edge, compassionate healthcare and wellness services to a population of **2.5 million people**



More than **11k team members**; 7,500 benefits eligible

## Challenge

This regional healthcare system had previously outsourced its benefits administration but had moved this function internally with a purchased system. The benefits team faced some challenges with the platform, and healthcare plans were difficult to build within it, but they were making it work.

It was more difficult for team members who couldn't access the system remotely and had to enroll at temporary onsite computer labs, which required the benefits team to provide live help. Even with a passive enrollment, employees had to go through the entire process to make any changes or update their FSA. Employee feedback was poor and people found the system confusing.

The benefits team was also managing interactions with employees, including gathering and tracking documentation for dependent verification, which took up a lot of their time.

## Solution

When the healthcare system acquired five hospitals already on the Benefitsolver<sup>SM</sup> platform, they decided to test market the solution before making a final decision whether to move everyone to their existing, insured solution. In what they describe as the “longest live demo ever,” the organization maintained the existing solutions for both parts of the organization before deciding to move all employees to Benefitsolver.

The benefits team had previous experience with outsourcing, and they sailed through the setup with support from their service team. “They kept us on task and on point,” says the system’s benefits manager. “At times it felt like they knew us better than we knew ourselves. We’ve had zero issues.”

### The new solution includes enhanced functionality, access and support for employees and the benefits team including:

- ▶ Sofia<sup>SM</sup>, Businessolver’s AI-enabled online personal benefits assistant backed by a state-of-the-market member service team
- ▶ The ability for employees to access the system remotely and by mobile device
- ▶ A platform-enabled dependent verification process that makes it easy for employees to provide documentation

## Results

The benefits team fielded fewer questions and had less “noise” during enrollment. With the improved dependent verification process, staff was freed up from managing the back-and-forth with employees, directing them to Businessolver instead. As they managed other downstream tasks associated with the acquisition, this additional time enables the benefits team to focus on more strategic work, including payroll consolidation and potential benefits harmonization.

The benefits team can still see employee questions, issues and resolutions with Sofia as part of the administrator interface and reporting, and they “love that they can hear the recorded calls” if necessary.

Savings have not only accrued from freed-up capacity, implementing a closed-loop payroll approach has translated into cost savings for the organization as well. This wasn’t something they did previously, but the suggestion came out of the best practice discussions during implementation.

“The Businessolver team brings a best-practice perspective to our relationship. They know the right questions to ask even when we didn’t know what we needed,” according to the benefits manager. “That’s helped us a lot.”

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“We had a lot of manual work in the system before, with lots of notes and follow-ups to do to get employee documentation. Now, verification is all done automatically, and it helps keep us in compliance, plus it gives us time back in the day.”

“As we move forward, we’re not at all worried about adding anyone to the Benefitsolver platform. It’s all gone so well.”

- Benefits Manager

Want to learn more about enhanced benefits delivery? **Read our white paper, Reimagining the Employee Benefits Experience.**



## About Businessolver

Founded by HR professionals, Businessolver's unwavering service-oriented culture and secure SaaS platform provide measurable success in our mission to provide complete client delight. Since 1998, Businessolver has delivered market-changing benefits administration technology supported by an intrinsic responsiveness to client needs. We create client programs that maximize benefits program investment, minimize risk exposure, and engage employees with easy-to-use solutions and communication tools to help them make wise and cost-efficient benefits selections.



Market-Leading Benefits Administration Technology +  
Innovative, High-Touch Services

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