

# BenefitPort Proven Results

## Eliminating Workload and Complexity Through Advanced Administrative Services

### Client

Washington-based employer with 250 employees, fully insured with five carriers (including an FSA vendor).

### Situation

Client's Human Resources and Accounting departments were facing serious challenges in managing eligibility and premium accounting with their multiple carriers. The HR department was placing numerous calls to the carriers to resolve eligibility issues that prevented employees from accessing care and prescription drugs. Accounting was spending nearly forty hours per month reconciling each carrier's invoices. In addition, the COBRA notifications were being sent out by each of the carriers respectively, causing confusion on the employees' part and an influx of calls to HR during the period of the year when the Client typically experienced lay-offs as a result of the cyclical nature of their business.

### Solution

Having analyzed the Client's needs, BenefitPort Administrators (BPA) implemented our Single Billing Service. The Client now receives a fully reconciled billing statement that consolidates all carriers and lines of coverage, therefore eliminating the labor-intensive reconciliation formerly performed by the client's Accounting department. The Client's only point of involvement is to forward eligibility information to BPA. BPA then ensures that proper enrollment is reflected by all the carriers' systems.

In addition, BPA also outfitted the Client with our COBRA administration service. Now the Client's employees receive one comprehensive COBRA notification package reflecting all eligible COBRA coverages (including FSA). Also, the Client is protected from exposure to liability for non-compliance with complex COBRA regulations, as BPA assumes the liability for any errors as part of the service package. Thus, by taking advantage of the BPA Single Billing and COBRA administration services, the Client was able to reduce its internal cost of benefits administration, enjoy accurate real-time enrollment and premium accounting, and reduce its exposure to potential liability for non-compliance.

