



Employee Benefit Enrollment >>

Human Resource department saves time and improves information accuracy with an automated Open Enrollment system from WorldSolve.

SOLUTION SUMMARY

THE CHALLENGE

Improve a company's Open Enrollment benefits process in time for the upcoming open enrollment period.

THE SOLUTION

WorldSolve developed a solution that enhanced efficiency and improved data accuracy by automating the retrieval of employee information and the storage of benefit carrier information.

THE BENEFITS

WorldSolve's solution has reduced the cycle time for enrollment form generation and confirmation by 60% and has reduced invoice cycle time by 80%.

ABOUT WORLD SOLVE

WorldSolve is an information management consulting firm that enables businesses to successfully navigate the ever-changing landscape of information technology. WorldSolve's core services - Operational Optimization, Enterprise Integration, and Application and Data Solutions - help companies align people, processes, and technology with their business strategies to improve performance and maximize return on investment.

■ THE CHALLENGE

Facing an open enrollment deadline for over 700 employees, the HR department needed an immediate solution to accommodate employee benefit elections for the upcoming year. Their existing process involved many manual steps:

- Invoices to carriers and new employee enrollment forms were manually created.
- Information gathering for all forms required manual retrieval of data from multiple sources.
- Keeping the various systems synchronized was a manual process.

The current open enrollment process, inefficient and vulnerable to data entry errors, resulted in incorrect benefit elections and inaccurate employee demographics. WorldSolve was selected to develop a solution to automate the open enrollment process - from the generation of the requisite forms to the preparation of carrier invoices.

■ THE SOLUTION

WorldSolve's solution focused on two main areas. First, simplifying form pre-population - the process of retrieving an employee's existing benefit elections for upcoming verification or modification in the new open enrollment period. Second, automating the generation of carrier invoices to reduce cycle time and improve accuracy. WorldSolve developed a custom application to:

- Automate the retrieval of employee demographics and current benefit elections from the Human Resources Payroll (HRPR) system to pre-populate open enrollment forms.
- Store and manage benefit plan rates for the carriers used by the company, to enable calculation of coverage amounts and premiums.

- Create online "calculators" for benefit coverage amounts and premium rates, giving benefit specialists the ability to perform "what if" scenarios.
- Generate benefit-related detail and summary reports.
- Provide export functions, enabling the data to be used in other systems.
- Generate invoices for a wide range of carriers, including medical insurance, dental and vision insurance, disability and life insurance carriers.

WorldSolve worked closely with the customer to define an improved open enrollment process, delivering a solution that included extensive automation, significantly reduced the number of data input sources, and eliminated the need to maintain multiple systems.

■ THE BENEFITS

By automating the open enrollment process, WorldSolve has improved the customer's ability to manage benefit enrollment efficiently and accurately throughout the year. With WorldSolve's solution, the company has reduced the time needed to assemble monthly carrier invoices by 80%. The solution, which offers a one-click data refresh from the company's HRPR system, enables the company to easily provide each employee with customized open enrollment forms and can generate the forms and confirmations on demand, in real-time. The solution's benefits are summarized below:

- Through automation, increased the accuracy of information and calculations.
- Significantly reduced the number of systems used.
- Reduced the cycle time for generating enrollment forms and confirmations by 60%.
- Reduced the cycle time for creating invoices by 80%.