

## CASE STUDY:

# TECHNICAL STAFFING

**Staffing Company Places Optavise to Simplify Its Benefits**

**Workforce** 1,500 Florida-based employees

### CHALLENGE

The staffing company had complex reporting needs and a high turnover population. Associates were contracted employees who moved from project to project, requiring highly specific eligibility logic. Before Optavise, the client had been through three other benefits administration solutions, all of which failed to manage business challenges, including incorrect payroll deductions and inability to manage eligibility, causing carrier feed issues.

The client also had undergone multiple organizational changes, divestitures, carrier and broker changes.

### OPTAVISE SOLUTIONS

Optavise provided a transparent and simplified experience with a multi-module system to support the enrollment process. With a quick and seamless implementation, all carrier feeds were live in less than five weeks, effective management of ACA Reporting, and enhanced reporting and dashboard structures were developed.

The client leveraged reporting, billing, and COBRA technology to reduce the administrative workload. Additionally, the staffing company utilized Optavise's education service for individual benefits onboarding with Benefits Educators, Evidence of Insurability management, a dedicated call center for employee support, administration of qualifying life events, and dependent documentation.

### RESULTS



**10**

#### INTEGRATIONS

EDI integrations with carrier and payroll connectivity



**13**

#### CARRIERS

Thirteen carrier changes resulting in successful file feed reconfiguration



#### IMPROVED RECONCILIATION

Monthly billing reconciliation for sixteen divisions across six carriers



#### VOLUNTARY Benefits

Added three new voluntary products (Accident, Critical Illness, and Hospital Indemnity)



#### DECISION SUPPORT

Provided expert decision support at time of enrollment



#### REDUCE ADMIN BURDENS

Streamlined features and automated processes to reduce administrative burdens