

From Chaos to Control: A Case Study in Benefits Billing Optimization

*How AdminaHealth Solved a Semiconductor Company's Benefits Challenges**

Executive Summary

A global leader in semiconductor process control solutions needed help with accurate premium reconciliation and vendor payments for their three standalone business units. Keeping track of employee hires, terminations, and life event changes needed stronger controls. The inability to keep track of the data and premium was skewing their financial reports. They sought outside assistance to address this challenge.

Challenges

The organization has over 850 employees across three business units. It offers benefit plans from 11 unique vendors. The recordkeeping process is complex, so they hired an external firm to assist with billing reconciliation. The company sought bill reconciliation, cost allocation for the three business units, and premium payments.

To their dismay, the firm they hired fell short of their expectations. Their services were not sufficiently accurate and actually cost the company additional time and expense. In addition to these challenges, the company found it difficult to access support because support services are located offshore.

The first effort to address the problem was unsuccessful. At that stage they were introduced to AdminaHealth.

Solution

During implementation, AdminaHealth discovered numerous reconciliation errors dating back several months which were immediately cleaned up. Within 60 days, AdminaHealth generated accurate reports. AdminaHealth's Billing Suite delivered:

- Seamless multi-division cost allocation and accurate monthly reconciliation.
- Electronic payments to all 11 vendors through the integrated Payment module.
- Vendor-specific reports and support for state-mandated disability plans.
- Readily accessible support from dedicated U.S.-based Relationship Managers and Data/Business Analysts.

Results

Implementing the AdminaHealth Billing Suite resolved the billing and payment administrative challenges the company faced, delivering operational efficiency and a positive ongoing experience. This has allowed the company to have visibility into their monthly premium spend and timely and accurate business unit financial reporting.

As service issues arise, the U.S.-based AdminaHealth team is accessible and effective in addressing them in a timely manner. The average AdminaHealth client sees a 300-400% ROI in year one.

**Please note AdminaHealth values the confidentiality of our clients. Names have been omitted.*

