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return on investment

CASE STUDY

Data Integration | Data Analysis & Reporting | Plan Modeling & Forecasting | Benefit & Wellness Communication

Unified Group Services, Inc.

Most businesses have piles, mounds and even mountains of data within the organization. The challenge is to gain access to and organize all this data in a way that transforms it into actionable management information. Unified Group Services (UGS), an Anderson, Indiana-based third party administrator for self-funded employer benefit plans, faced this situation.

Founded in 1996, Unified Group Services has grown to become a regional leader in the TPA industry. Founder and president Rich Mousty has applied a straight-shooting, no nonsense approach to the business and continued to increase both market share and revenues in a very competitive market. Client retention has been the hallmark of the company. From a start-up with less than 20 employees and a few self-funded clients, UGS has grown to more than 150 clients and nearly that many employees.

TPAs are challenged to balance fast and effective claims administration and customer service with accurate and timely reporting of health plan activity to clients and their broker/consultants. UGS had relied on their claim adjudication system and a variety of standard and custom reports developed in other programs in order to report back to clients. This process was acceptable for a small TPA operation, but with in excess of 100 clients and more than 50,000 members covered and their affiliated brokers requiring plan utilization, reports UGS required a new solution.

“We needed to upgrade this function with a more efficient solution that allowed us to provide both standard and ad-hoc or customized reports to our clients and brokers. We evaluated a number of options before selecting Benefit Informatics,” Mousty said.

In choosing Benefit Informatics for their health plan analysis and reporting solution, UGS was impressed with the flexibility and timely access to claim information and the easy-to-access format in which the information is presented. The ability to schedule reports within the system and then make them available in a secure environment using the Connect service was another attractive aspect of Benefit Informatics.

UGS provides an array of standard monthly reports along with customized 6-month and annual reports utilizing Benefit Informatics. Because BI receives a regular daily upload

from UGS, the information available to UGS personnel and approved employees of UGS clients and their brokers is near real-time. This level of integration provides UGS clients with a comprehensive view of their claim activity and overall health plan costs.

“We are able to give our clients and brokers electronic access to their claim information, whether it has been scheduled to run or if they want to access

“We chose to partner with Benefit Informatics for a very specific reason – *client reporting*. We have been amazed with how flexible and valuable their system has become to our business.”

RICH MOUSTY

overview



Company

Unified Group Services, Inc.,
Anderson, Indiana

Business

Third Party Administrator for self-funded employer benefit plans

Challenge

Implementing a claim analysis and reporting solution for customer reporting to reduce workload and increase efficiencies

Solution Strategy

Benefit Informatics Data Analysis and Reporting services with Connect

Return on Investment

- Significant reduction in employee time required for report distribution
- Immediate online access to claim data and utilization reporting
- Access and utilization of claim data by multiple departments
- Increased client retention
- Increased business affiliation with broker/consultants

the system and create reports and analysis for specific needs. And because BI's system provides plan analysis, we are able to use it to create plan models to help our clients design a health plan that best meets their needs.”

Special requests from clients and broker/consultants are also handled much faster than previously. When a broker called recently asking for multiple reports on a particular client, he asked to have the information within a couple of weeks. UGS provided the reports along with additional information within a couple of hours utilizing BI's data analysis and reporting resources.

Integration into UGS business operations and deployment strategies has been another key aspect of Benefit Informatics. UGS personnel from a number of departments can access health plan information to assist clients with customer services, wellness, renewal, stop-loss disclosure and other needs. UGS is also able to integrate a variety of external systems utilizing Benefit Informatics, including single sign-on and automated data feeds.

“We didn't know how much we would use BI for data analytics and other needs. We are able to utilize it in so many ways and customize the information for each client. Benefit Informatics is an important tool for our deployment plans and our strategic marketing. They are a partner in our success.”

Benefit Informatics

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