

## CASE STUDY THEME:

ACA clean up; ability to accommodate school payroll cycles; quickly and successfully execute carrier files that previous ben-admin provider could not launch.

Industry: Public School System

# of Employees: 3,500

### BUSINESS CHALLENGE

When UHC originally won the business, they agreed to pay for PlanSource (a key WBD competitor). Prior to WBD meeting the Okaloosa team, PlanSource had been “trying to implement” for 18 months.

- Carrier files were being transmitted incorrectly every week.
- The UHC team would work diligently every week to manually fix eligibility issues caused by PlanSource files, then another file transmission would go over and “undo” the manual work done by the UHC team.
- Retiree records were incorrect
- Thousands of dependent records were terminated incorrectly at plan renewal
- 2 years of ACA forms were not filed, leaving the client woefully out of compliance and subject to massive penalties.
- Client, broker and UHC were exhausted and in need of someone to step up and fix the problems.

### SOLUTION DELIVERED

During the first 3 days, WBD built a database “shell” to load historical ACA data, and successfully produced 4,000 1095C forms and E-filed for the previous year prior to the March 31st deadline. In the next 45 days, WBD was able to accomplish the following:

- Build a customized Benefits Supersite
- Configure the ben-admin system correctly for the 9 / 12 month employee base
- Reconcile 18 months of carrier data base errors across 6 carriers
- Reinstate all incorrectly terminated dependent records

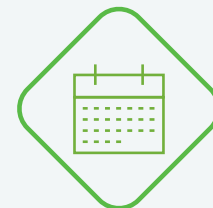
### IMPACT CREATED



Complete implementation in **45** days from start to finish!



**4,000** 1095C forms E-filed for the previous year prior to the deadline



**3** days to load historical ACA data and E-file with the IRS