

Extending a Software Vendor's Service Offering

Electronically connecting employees to their insurance carriers

Ascentis Corporation

Challenge

With the passing of the 1996 HIPAA Act, all medical, dental and vision insurance carriers are required to have the ability to receive benefits enrollment data electronically. Ascentis Corporation, a pioneer in state-of-the-art human resources management systems (HRMS), saw this legislation as an opportunity to fulfill its founding mission of electronically connecting employees to their benefits providers. In addition to comprehensive HR and benefits management, online benefits enrollment, and seamless connectivity to payroll providers, Ascentis wanted to offer its customers a way to electronically connect their employees to their insurance carriers.

Ascentis needed a partner who could offer a solution that tightly integrated with their core product, HROffice. They needed a solution designed for quick, dynamic updates without customer disruption. Ascentis began working with a vendor to develop the desired application. After only a few months, it quickly became clear that the vendor was not a good fit for Ascentis. The company again performed an extensive product review that included a comprehensive evaluation of Microsoft Biztalk server. Ascentis chose Santéon for its comprehensiveness, flexibility, and fair pricing.

Solution

The Santéon BPM platform was customized in nine weeks to support the Ascentis requirements through a tight integration with the Ascentis HROffice platform, providing the following benefits enrollment features and functions to Ascentis and its customers:

- Real-time exchange of employee benefits enrollment data and status inquiry (healthcare and non-healthcare, such as pension and 401k)
- Electronic transmission of benefits enrollment data from an organization's HR department to both HIPAA and non-HIPAA insurance carriers
- Exchanges HIPAA compliant 834 messages to multiple carriers with varying companion guide requirements
- Santéon Business Vocabulary Mapper module for building custom, complex data transformation with dynamic rules
- Dynamic, automated workflow process connecting the Ascentis customer with their supporting benefits carriers
- Flexible design to change formats dynamically and customize rapidly for each customer, without customer disruption
- Comprehensive reporting and audit trail of transaction flow for billing and financial tracking

Impact

The Santéon BPM platform provided Ascentis with an industry competitive edge while meeting regulatory requirements, and provided Ascentis' customer base with new services to improve their business processes, increase employee satisfaction, and reduce costs through managed and automated processes. Santéon BPM Platform provided Ascentis with high value in a nine week implementation:

- Carrier connectivity services to all its clients, both in-house and hosted
- Increased customers' accuracy of information, vastly reduced paperwork, and ultimately decreased time and costs associated with benefits administration
- An industry "first of its kind" competitive edge and key differentiator
- Opportunity to partner with other HRMS organizations to use the Santéon BPM platform to support their customers without additional investment
- Measurable revenue increase by attracting new customers

About Santéon

Santéon is a technology company that solves complex business process, compliance and integration challenges from both a system integration and a human process perspective.

For more information, please contact us at 1-866-Santeon, info@santeon or www.santeon.com.