State Employee Health Plan Database

Before	After
• Team required 90-day lead times, offering less enrollment flexibility for new groups • Would need two to three weeks to process the same amount of work. • Open enrollment required a few months to complete • Higher percentage for errors • More paper • Lack of efficiency creating frustration	• HR staff now have real time transactions for enrollments and mid-year changes • Setting up the new group, uploading the census and setting up initial enrollments takes less than 30 minutes • When employees complete initial enrollments, they can review their contact info and make additional changes as needed • Staff saves time, paper and postage – while minimizing errors and redundant processes • Staff can easily mail merge and generate confirmation reports for employees • Staff can easily run a census and get real time status for other HR purposes, such as payroll deductions or answering employee questions • Better service to members, carriers and vendors

Key Advantages

1. **Real time processing.** Changes can be seen immediately in the system and pulled into reports without waiting for overnight processing.

2. **Ease of use.** Both Membership Services and other SEHP users find it to be intuitive and much easier.

3. **Instant access to information.** The human resources team has a tremendous amount of information at their fingertips that they have not had with other insurance providers.

4. **Time savings.** Users can obtain extensive information all in one place, instead of paging through numerous screens. For example, the majority of demographic and dependent information is on one page. Comparatively, you may need to view six or more screens to obtain the same information in the current database.

5. **Efficiency.** The intelligent system helps prevent keying errors. Because there are fewer screens to navigate, it's easier to enter and retrieve data.

Other Details

- **View the vast majority of employee benefit elections all on one screen.** Both current and historical information can be seen or hidden with a click of a button. This is handled via an accordion-style functionality that displays or hides information. In the current database, depending on the number of past benefit records a member had, you would have to scroll through numerous screens.
- **Link member documentation into your imaging system from any page of a member's record.** In the current database, you can only link from one screen.
- **Enter a dependent's name and find who the primary member is.** This functionality is not available in the current database.
- **View the retired member's home page to see if they have dependents who are split on their own employee record as a result of one of the family members being Medicare eligible.** The split member and primary member are linked to each other in the system. You can navigate back and forth

between the two members' records with a single click. In the current database there is no way of knowing that two members are split and yet still connected. You cannot navigate easily between two members in the current database. You always have to know the member's individual ID numbers and go back to the main search page in the current database to get to the split member's record.

- **Make address changes quickly and easily.**
- **Run your own reports with immediate results.** You don't have to request a report from a data unit and wait for it to be processed. You can customize reports as needed. Some reports can be used as the foundation for other reports. All reports that are run are kept for future reference. This is very valuable and results in considerable time savings, efficiency and reduction in redundancy.
- **See rates for all coverages in one spot.** Also shows ER and EE contribution amounts. The current database does not show rates all in one place nor does it show ER and EE rates.
- **Terminate benefits from one screen.** In the current database, it takes a minimum of 5 screens to terminate benefits. If there is a split member situation the number of screens increases.
- **Save paper.** With the HR administrative portal, you no longer have to receive paper forms. This saves mailing costs for the NSEs, and saves the Membership team from handling returned mail, and from having to open mail and date stamp and scan paper forms.
- **Make eligibility determination for dependents faster.** With the HR admin side, dependent documentation submitted is immediately tied directly to the primary member's records making eligibility determination faster.
- **Prevent invisible lapse in coverage.** Enjoy quicker turnaround time going from active NSE to DB coverage since DB has the capability to terminate the active coverage at the same time as enrolling in the member in the DB benefits (SEHP Admin **portal).**
- **Maintain accurate records of phone calls, documents and emails with the "notes" function.**
- **Easily see who processed changes in the system.**
- **HR interface allows team members to run their own reports.**
- **Require certain fields to be filled to avoid tracking missing info later.**
- **Save time when a new hire becomes eligible.** Membership no longer is hand keying information on individuals
- **Save time with new group contracts.** A group is created in under five minutes. An Excel file template is emailed to the new group to complete with all employee demographic information creating a census file for Membership. The census file is uploaded into the database and any data format errors are quickly identified and easily corrected. Once uploaded, all employee demographic information appears in the database. In addition, EE records, benefit program codes, department IDs are all immediately tied appropriately to each employee. A new group initial enrollment can then be opened for the employees to go online and make elections. Dependent documentation is uploaded via the HR admin portal and automatically linked to that member's record. Elections show up in the membership admin portal so approvals can be done online. As enrollment elections are approved, they can be migrated to go over on a carrier file.
- **Eliminate the paper from open enrollment.** The NSE open enrollment has been completed by mid-November and DB by mid-December. This has resulted in more accurate data going to carriers, sooner. As a result of that, insurance cards are getting to the members prior to the beginning of the new plan year—again with more accurate information. This allows us to deliver better service to the members as well as the carrier and vendors.
- **Manage workloads easier.** Supervisors can see all the work load in one spot, from the number of requests that have been submitted, to how many have been approved or denied. During open enrollment, they can see how many members have completed their OE as it happens.
- **Eliminate the need for the post open enrollment data clean up.** With the current system, there are several weeks of data clean up required prior to the open enrollment data being migrated back into the current database. This lengthy clean up is eliminated with real-time data updates in the new system.