



A Better Bedside Manner

A partnership with Businessolver brings AnMed Health the service, seamlessness, and technical simplicity its benefits team and employees deserve.

For more than 100 years, AnMed Health has provided healthcare for residents of eight counties in upstate South Carolina and northeast Georgia. With that rich history and important responsibility, the organization couldn't trust the care of its employees' benefits to just anyone—which is why its leaders chose to partner with Businessolver®.

Challenge

Although AnMed already had a benefits administration technology platform in place, “we weren’t getting good service,” says Rick Grooms, Chief Human Resources Officer. “They’d taken us for granted, and didn’t provide much value-add.”

In addition to the service issues, Grooms says technical expertise was a problem as well. “There were only two people who understood how to pull reports, and had access to do it.”

And finally, employees were struggling to understand not only their benefit options, but their per-paycheck costs as well. “We were getting a ton of questions from employees about how to model our [high-deductible health plan] to see the plan contributions,” Grooms says. “There was just no capability.”

Company Snapshot



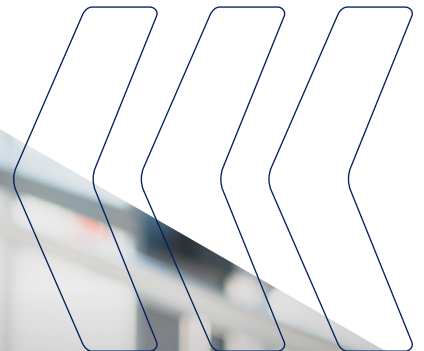
Started in **1904** as a single county hospital in Anderson County, S.C.



Now South Carolina’s **largest, independent, not-for-profit** health system



Anderson County’s largest employer—**3,800 employees**, including more than 400+ physicians



Solution

After a consultant-assisted RFP process, AnMed chose Businessolver as the partner to resolve its system and service problems. "Businessolver was far and away the best choice," Grooms says.

"The technology is user-friendly; the team has a dedicated and upfront style and driven approach to meeting our aggressive timelines," he continues. "They helped us fast-track implementation to get the platform up and running in time for Annual Enrollment, but still with the flexible and configurable look and feel—just like what we saw during the RFP process."

Results

- Employees using Benefitsolver® say the platform is easy to use and understand. "People know they can enroll easily, so we don't have to chase them down to do it like we had in the past."
- Pulling data from Benefitsolver also has saved Grooms and his team countless admin hours. "With the previous vendor, we were kind of at their mercy to get the data we needed," he says. "Now we're saving so much more time, and have a lot more confidence in the data we're getting."

"What they showed us during the system demo was exactly what we got. That's not always the case, so when you see that it gives you a lot of confidence."

"The team was very flexible, but also held us accountable so that we could meet our deadlines and our goals."

*Rick Grooms
Chief Human Resources Officer*

About Businessolver

Founded by HR professionals, Businessolver's unwavering service-oriented culture and secure SaaS platform provide measurable success in our mission to provide complete client delight. Since 1998, Businessolver has delivered market-changing benefits administration technology supported by an intrinsic responsiveness to client needs. We create client programs that maximize benefits program investment, minimize risk exposure, and engage employees with easy-to-use solutions and communication tools to help them make wise and cost-efficient benefits selections.



Market-Leading Benefits
Administration Technology +
Innovative, High-Touch Services

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