CASE STUDY:

Improving the Direct Bill Process

Businessolver®'s rules-based system and refined processes simplify the management of direct billing. Take into consideration the process Businessolver has implemented for a professional services company:

Solution

▶ Developed streamlined direct bill process for the client that applies a specific grace period, notification period and termination process

▶ Developed Benefit Access Rules to provide automated parameters within the enrollment system

▶ System set up to pend employee direct bill changes for administrator review and approval

Company Snapshot

4,800 employees

80+ locations

On average, 40-50 members being **direct billed** at any given time

245 members have utilized direct billing

Results

Administrators have gained control over the direct billing process due to automation within the system and refined processes. What was a major pain point for HR has turned into a standardized process free of surprises.

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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.

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

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