



# case study

## benefits administration

### **H** SHPS Builds Dynamic Partnership for Retiree and COBRA Administration with Leading Consumer Products Company

**Client:**

Anonymous

**Industry:**

Manufacturing

**Covered Employees:**

20,000

**Highlights:**

Fortune 100 corporation

**SHPS Solutions:**

- Retiree Administration
- COBRA

**Situation:**

Prior to an acquisition, the client selected SHPS to administer benefits for its COBRA population. After the change in ownership, the client evaluated outsourcing alternatives within the market-place and ultimately expanded its relationship with SHPS by transitioning its retiree and COBRA administration, acknowledging SHPS' leadership in the marketplace and its successful engagement with a previously contracted company. As a Fortune 100 corporation, the client is active with acquisitions and divestitures, and it is largely unionized with complex employee benefit plans. Its structure requires the ability to respond readily to changes and challenges in its benefits administration environment.

**Objectives and Actions:**

The client's integration of its Retiree and COBRA administration with SHPS allows it to take advantage of the streamlined processes and economies of scale offered by SHPS' industry-leading programs. SHPS provides:

- Automated enrollment and COBRA benefit plan administration, including 24/7 online transactions through secure Internet connectivity.
- Monthly premium billing and accounting services, including an online payment option.
- Eligibility reporting and carrier administration via an automated process.
- Participant self-service features via the Web and an automated voice response telephone system, supported by a dedicated Customer Service Center.
- Complete online, customized, and monthly reporting for the client.

A key building block in the partnership with the client has been SHPS' proven implementation process, which incorporates "best practice" approaches to ensure a smooth transition to SHPS' services. SHPS worked with the client, its business units and its insurance carriers to identify issues proactively and establish all business requirements. The implementation plan was then thoroughly documented to define expectations for all parties. The account installation included



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communications designed to educate the client's plan participants, as well as an extensive training program developed for the SHPS customer service staff.

**Results:**

An account of this size and complexity poses a number of challenges, and SHPS continues to work closely with the client in responding to issues as they arise and initiating complete customer solutions. These solutions combine advanced technology with dedicated account management to deliver client-specific services that adapt with the client as they evolve. "SHPS has the willingness and capability (both in the area of technology and in people skills) to meet our needs," said a company representative.

