



case study

spending account & incentives

\$ Client's New Commuter Reimbursement Program is On the Road to Success with SHPS

Client:

Anonymous

Industry:

Communications

Covered Employees:

40,000

Highlights:

Fortune 100 corporation

SHPS Solutions:

- Commuter Reimbursement Accounts (Section 132)

Situation:

The client launched commuter benefits in one state as a pilot program enabling 40,000 eligible employees to set aside pre-tax money for reimbursement of work-related transportation and parking expenses. The Commuter Reimbursement Program's success in the pilot region would factor into the adoption of these benefits elsewhere in the country. With the implementation date established in a union agreement, the communications firm solicited a vendor to oversee both the new program's introduction and its ongoing administration. SHPS, one of the nation's first administrators of commuter reimbursement benefits, was selected as the client's partner.

Objectives and Actions:

SHPS and the client worked together through the initial enrollment period.

- SHPS implemented a streamlined enrollment process allowing eligible employee to enroll online or over the telephone.
- SHPS made it easy for employees to take advantage of the new benefit program with features such as rapid claims payment, direct deposit of reimbursement checks through electronic funds transfer (EFT), online communications and secure Web access to personal account information.

Results:

The client has been pleased with the customer service and technology solutions that SHPS offers its employees. SHPS's simple enrollment process, advanced service features and effective employee communications proved a winning combination. Enrollment was strong in the first months of the program, prompting the client to move forward with plans to extend the program to an additional 14,000 employees in four states. As the client's program grows, SHPS is continuing its investment in technology solutions that make participation in a commuter reimbursement account even more convenient for employees.



888-421-7477 | www.shps.com