Solix Helps Transportation Authority Realize Cost Savings with Dependent Eligibility Verification Audit

Transparent Solutions, Visible Results

Client Overview

With the goal of evaluating expenses to ensure public tax dollars are spent wisely, a regional transportation authority sought to perform an eligibility verifi cation audit to ensure that only dependents who met the eligibility criteria were enrolled in the health and dental plans. The authority required a partner with a track record of providing high quality andexpedient services in eligibility determination and related customer care services.

Program Objectives

- Identify and confirm unqualified members and remove them from associated health and dental plans.
- Conduct the entire audit, including a window for an employee appeal process, in a timely and efficient manner.

Challenges

- Provide flexible options for employees to respond to audit requests.
- Ensure maximum engagement with carefully crafted messaging to address employee sensitivity and confusion.

Solix Solution

- Compiled an easy-to-follow, comprehensive 'Frequently Asked Questions' document that was included in the initial mailing, allowing employees to have questions answered and concerns addressed proactively.
- Implemented and maintained a secure dependent eligibility review system on a Salesforce.com platform.
- Enforced a dual documentation requirement to verify eligibility of all members.
- Resolved employee and dependent questions throughout the process utilizing Solix's contact center solutions.

Results

- Identified 10% ineligibile dependents for termination from the health and dental plans, providing the customer with significant health care cost savings.

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