

# Utility company turns to Empyrean for “impossible” task of automating highly complex H&W benefits program

*“We were told that getting our records updated and automating our benefits administration was impossible because of the complexities involved. Thanks to Empyrean, we know anything can be done with the right people and right attitude...and nothing is impossible!” — Lead Project Manager, Services Delivery Center*

**Client:**  
Utility Company

**Industry:**  
Energy

**Employees:**  
15,000 Active Participants  
20,000 Retirees

**Benefits Landscape:**  
34 unions  
28 benefits carriers  
484 plans  
230 distinct eligibility sets

An electric and gas utility company serving the Northeastern U.S. faced an enormous challenge in managing benefits administration for 15,000 active employees and 20,000 retirees, including 34 different unions and many “grandfathered” programs. The company’s long-time, existing outsourced benefits administration provider was failing to manage benefits in an accurate and timely fashion, resulting in costly errors and growing employee dissatisfaction. Working with the company’s Employee Services group, Empyrean developed a comprehensive implementation plan that relies on Empyrean’s client-adaptive technology platform and call center services to streamline online employee enrollment and ongoing benefits management.

## Benefits Challenge

This utility company faced the daunting task of managing health and welfare benefits for a highly diverse eligible population that included 28 carriers, 484 plans, and more than 230 distinct eligibility sets. The legacy outsourced benefits administration provider the company had used for many years was error-prone and slow to respond to changes and requests. In short, the existing outsourced provider simply could not keep up with the complex demands of the company’s benefits program, prompting the company to seek alternative solutions.

The utility company had recently experienced a rough transition to a new HRMS provider, and the management team was cautious about another technology conversion. Some even claimed that successfully switching benefits administration systems was not possible given the intricacies of the company’s benefit plans. Empyrean, however, was up to the challenge.

## Empyrean Solution

To manage the extensive mix of benefit plans and employee populations, Empyrean's seasoned benefits administration team worked closely with the company's HR team to uncover key details for each eligibility group. This effort established a comprehensive set of requirements that could then be automated to streamline ongoing administration of their benefits program. The consolidated requirements also provided clear direction for the company's carriers and helped resolve a significant number of errors and discrepancies.

Empyrean's technology-enabled service team effectively managed the transition of health and welfare benefits for 35,000 active and retired employees as well as integration with HRMS and payroll systems, the company's pension provider, and 28 carriers. The team also exposed and eliminated inaccuracies in employee benefits and rates that existed in the previous administrative system.

## Results

- Collected and organized legacy documentation for easy ongoing maintenance
- Updated workflows and increased accuracy of financial and accounting records related to benefits administration
- Automated management and reporting for highly complex, diverse employee benefits program
- Delivered seamless data integration with other internal HR systems and multiple carriers
- Successfully launched new online benefits management portal
- Vastly improved quality of benefits experience for employees

*"Thank you for all that you have done individually and collectively to get our company to our 'Go Live' day. We all needed this outcome for Day One! A noise-free day!"*

*- Director of Employee Services*

## About Empyrean

Empyrean Benefit Solutions is one of the fastest-growing providers of technology and services for managing employee health benefits programs. Empyrean provides enrollment, eligibility management, ACA reporting and other plan administration services to employers, insurance brokers, and healthcare exchanges. Unlike other providers, Empyrean combines the industry's most adaptive benefits technology platform with expert, responsive service to deliver hi-touch benefits administration. Visit [www.GoEmpyrean.com](http://www.GoEmpyrean.com) for more information.