

SS&C BenefiX[®] eliminates issues arising from previous Oracle HCM EDI implementation

Human resources department for Ada County, Idaho, which includes the capital city of Boise. The county has a total of 2,530 employees covered under group life and disability insurance, with 2,000 of those enrolled in other benefits.

THE CHALLENGE

Before transitioning to Oracle HCM Cloud, Ada County relied on a combination of outsourcing and in-house resources to manage payroll, performance and employee benefits. In choosing to transition to Oracle, Ada County decided to move all of its benefits enrollment and administration processes into a single integrated system. The county relied upon an implementation and consulting partner to manage the migration to Oracle, the setup of the Oracle Benefits module and the creation of electronic data interchange (EDI) feeds with their benefits carriers. Unfortunately, the partner's offshore team was not sufficiently familiar with the complexities of U.S. benefits carriers' EDI file specifications nor the logic needed to extract the required data from Oracle's benefits module.

After the implementation team had completed their assignment and the consulting engagement completed, Ada County's human resources department was left with carrier data feeds that were not working properly. They became bogged down with manual workarounds for data not feeding correctly, and had to deal with the resulting customer complaints when those workarounds took longer than expected.

THE SOLUTION

After a market review, Ada County chose to work with SS&C BenefiX[®] because of SS&C's expertise in carrier EDI, our familiarity with the Oracle system and benefits data organization, and our deep knowledge of carrier EDI formats — including the HIPAA standard and carrier-proprietary specifications. The cloud-based solution is flexible and scalable, with fast deployment and interactive, real-time dashboards that display complete oversight into the current status of files. Ada County needed a solution that could handle the 8–12 fast formulas that are built into their eligibility and other benefits data, as well as the complicated timing of benefits versus payroll.

SS&C collaborated with vendors and in-house IT to troubleshoot, test, and clarify data extracts. This resulted in a 50% weekly workload reduction for the Ada County programming team.

↔ **Switch carriers at no cost**

👍 **Increased client confidence**

⚙️ **Single integrated system**



THE RESULTS

With BenefiX, the benefits team can focus on the benefits administration tasks without having to rely on IT to help troubleshoot integration issues. The benefits team feels comfortable troubleshooting any problems that arise, and feels confident using the system. Further, as a government entity, Ada County must periodically reevaluate and possibly switch vendors for a given benefit. With BenefiX's fee structure, there are no additional charges when an employer group changes carriers, which further simplifies the process of switching vendors.