

Smart Solutions in Action

Improving Healthcare Administration and Support



The Healthcare Challenge

A simple healthcare plan option with superior one-source service.

A staffing agency* wanted a high-quality mini-med plan to meet the everyday healthcare needs of its 275 employees. At the same time, it needed a competitive advantage in attracting and retaining temporary staffers. While the agency already had a mini-med plan, employees were not happy with the customer service they received. People complained about being bounced from one service department to another. There were separate telephone numbers for claims, coverage inquiries, and customer support. Employees had to deal with three distinct ID cards for medical provider, pharmacy, and dental services. Additionally, the staffing agency was getting multiple bills that were time-consuming to consolidate.

The situation was becoming unmanageable and frustrating for everyone. That's why the agency decided it was time for a change.

The CHC Solution

CHC offered the staffing agency the Century HealthPlan™, a leading mini-med plan with superior single point-of-contact customer service. As a licensed and bonded, full-service third-party administrator (TPA), CHC offered broader access to leading PPOs, hospital networks, and prescription benefit managers to further reduce employee out-of-pocket costs. Additionally, Century HealthPlan provided fully customized plan options to meet agency and employee needs.

The Century HealthPlan also simplified administrative and support issues. One consolidated bill and one toll-free number could be used for all communications, and employees would receive one ID card for all healthcare services. Enrollment, member services, claims, billing, and other services were streamlined for complete administrative ease. CHC also provided a simple way for the company to increase its competitive advantage by offering its employees voluntary benefits such as term life and short-term disability insurance – all from a single administrative source.

The Result

With the Century HealthPlan, the staffing agency achieved its objective of better healthcare coverage, customer support, and administrative simplicity. With CHC's "1+1+1" administrative support – one consolidated bill, one toll-free number for all communications, and one employee ID card – the company and its employees were assured a seamless experience.

The company now is able to attract more qualified staffing candidates because of its better healthcare plan and its new portfolio of voluntary benefits. That's smart business.

Visit our Web site at www.centuryhealthcare.com, or call us toll free at (866) 261-9998 for more information about CHC and its products and services.

** This scenario represents a composite of real client solutions.*