

Why bswift?

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Just ask Keith Kolodgie, Director of Employee Benefits for MaineHealth, the largest health system in northern New England. Based in Portland, Maine, Kolodgie and his team oversee benefits for more than 15,000 employees across 10 member organizations.

Before selecting bswift as their benefits administration solution, MaineHealth’s 10 member organizations managed benefits manually and had varying HRIS systems or none at all. “90% of our member organizations were using paper enrollment forms and had giant spreadsheets to keep track of everyone. They would then have to manually key deductions into payroll and the various carrier systems,” explains Kolodgie. “Processes that used to take hours can now be done in 5 or 10 minutes using bswift.”

MaineHealth’s Benefit Specialists are now able to focus on more strategic HR initiatives, like providing better customer service and education to employees. Kolodgie and his senior team members are achieving real time savings too. When Michele Levesque, PHR, Corporate Benefits Coordinator, needed to gather information, she used to send an email to 10 different Benefit Specialists and get information back in 10 different versions. “We are now able to run comprehensive reports that we didn’t have access to before,” says Levesque.

In addition to consuming a lot of time, MaineHealth’s manual processes were prone to costly errors. “We’re seeing greater accuracy in enrollment and

billing,” says Kolodgie. With bswift’s rule-based system, MaineHealth is able to administer its benefits program with more consistency. “During our implementation, it allowed us to address exceptions that shouldn’t have been made in the past. We don’t have to worry about that anymore.”

One of MaineHealth’s primary objectives was to find a solution that could accurately administer wellness incentives. “Applying credits in an accurate and timely manner is critical to the success of our wellness program,” says Levesque. “I was very impressed with bswift’s ability to load our WOW! Rewards credits from WebMD so quickly. Their technology is very slick.”

MaineHealth was also impressed with how smoothly the implementation process went with bswift, particularly in regard to the technical support provided. “Without question, we had a number of challenges putting together the data files for our implementation,” says Kolodgie. “When we ran into these challenges, bswift stepped up to the plate to help us problem solve and identify outside resources for assistance — and not at a lot of expense. The bswift team is very efficient, highly capable and highly knowledgeable about their product, so the amount of Information Systems (IS) resources needed from our member organizations was limited. It was a pleasant surprise.”

Beyond the technical support, MaineHealth is overjoyed by the caliber

MaineHealth

INDUSTRY

Health System

SOLUTIONS

Benefits Enrollment & Administration: bswift

HRIS/Payroll: Lawson, ADP, & Meditech

WHY BSWIFT?

Expert client service team

Wellness incentives

Data integration support

Reporting/billing tools

Rules-based system

of their Client Services Team. Levesque praises their experience and breadth of knowledge: “I can’t say enough good things. The skill set of our bswift team is so well-rounded; they have insurance background, brokerage background, and benefits background.” And Kolodgie heartily agrees: “bswift knows benefits.”

While MaineHealth ultimately selected bswift for its superior technology and world-class customer support, they soon discovered the impact bswift had on employee communication and engagement as well. “We’re able to post documents, forms, and all plan details in an organized fashion. We know our employees are getting the same, accurate information now. It’s really self-service,” says Kolodgie.