

Case Study #3 – DEV 2017

Industry: Regional Faith-Based Health Care System

Services Included:
**Dependent Eligibility
Verification**



Company Profile:

Faith based health care system with over 17,000 employees working in multiple facilities

Business Challenge:

As a non-profit, this organization faced soaring costs due to its self-funded employee benefit plan. Since no review had performed in the past, it was clear that this is an area that reflects unnecessary spending due to a lack of controls. The decision was made to conduct a Dependent Eligibility Verification (DEV) and verify all dependents enrolled in the plan. By identifying and removing ineligible dependents from its plan, the hospital could significantly reduce health care costs.

Objectives:

- Ensure that only eligible dependents remain on the health care plan.
- Identify the most employee friendly process while still achieving meaningful results.
- Reinforce commitment to managing its employee health care plan as designed and exclusively for the benefit of plan participants as outlined by ERISA.

Solution:

Upon review of several vendors, Consova was chosen to conduct a dependent eligibility audit on the hospital system's dependent-covering employee population. Through a series of customized, co-branded communications, employees were guided through the process of verifying the eligibility status of their dependents. Consova's web portal and live, US-based call center were made available to address any questions and to ease the burden on employees.

Results:

Upon completion of the project, 97% of employees participated in the verification process.

The dependent eligibility verification identified 4.5% or 553 dependents as ineligible, resulting in projected first-year savings of approximately \$3.7 million which equates to a revenue offset of over \$180,000. Consova continues to provide on-going verification services for this group generating over \$1 million in annual savings.