



CASE STUDY:

Funeral Services Provider

Supporting Those Who Support Others: A Case for Enhanced Benefits Administration

Workforce 1,700 employees

CHALLENGE

This company represents the nation's finest funeral, cemetery, cremation, and memorialization locations. Consistently voted a Top Workplace, its commitment to excellence and passion for service drive it to be the best for both clients and employees. Recently, the company sought a new benefits administration outsourcing partner due to dissatisfaction with their current provider's service levels, which had resulted in considerable manual work. Employers rely on their benefits administration partners to ensure compliance, manage costs, and promote employee well-being.

OPTAVISE SOLUTIONS

Optavise delivered a comprehensive Benefits Administration solution tailored to meet the specific needs of the client, with a focus on flexibility, consistency, and integration with existing systems. Our approach allowed the client to streamline their administrative processes, reduce workloads, and maintain seamless employee engagement with benefits programs. Key elements included

Comprehensive Benefits Administration Services: Optavise provided a full suite of services, including call center support, COBRA processing, ACA reporting, and dependent verification.

Consistency of Service and Teams: The client praised our consistent performance and reliability. Our dedicated teams ensured smooth, ongoing support without disruption.

Flexibility and Integration: Optavise demonstrated flexibility in adapting rules and system setups, which allowed for the seamless integration of our services with the client's existing systems.

RESULTS



Enrollment Totals

More than 1,000 enrollments completed



569 hours

saved in administrative work for dependent document management



2,000

ACA 1095-C forms developed



28

COBRA packets mailed



Consistent

Improved performance and reliability support without disruption



Integrations

Flexibility in adapting to rules and system set ups for seamless integrations