TPA Stream

The Impact of COVID-19 on Employee Benefits Administration

Executive Summary

Employee benefits administration, and the healthcare sector as a whole have historically lagged behind thriving industries in the process of going digital. Adapting tried-and-true manual processes into an electronic, automated format feels uncomfortable. More so than ever before, it is critical for the employee benefits market to move towards **digitization**.
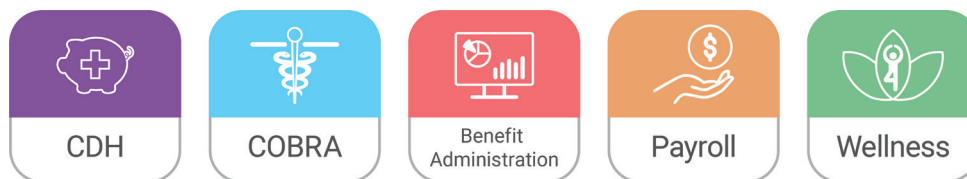
Employee Benefits are Complex

In recent years, the employee benefits market ballooned in complexity due to a surge in the number of participants and software systems used to manage insurance and benefits

Employee benefits participants:
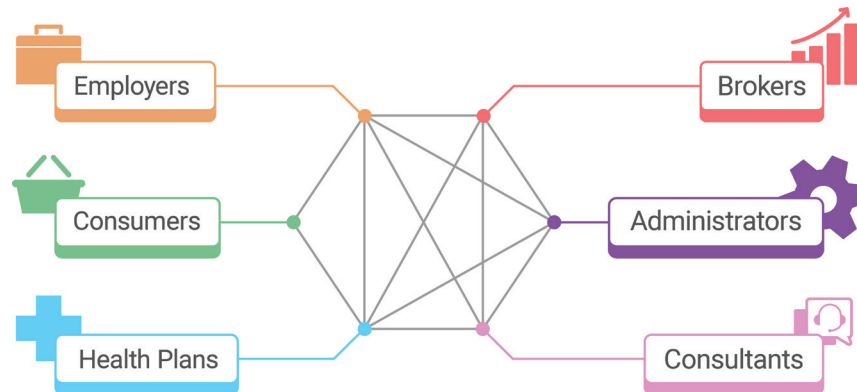
Software systems used for employee benefits administration:

| CDH | COBRA | Benefit Administration | Payroll | Wellness |

So why does this matter?

"Administering employee benefits is difficult, but when you add in COVID-19 to the mix, it introduces a new level of complexity. Revisiting all processes between participants and systems and automating wherever possible is required to ensure we provide the same successful outcome for our members."

-Ross Honig, President, Office of Compliant Administration (OCA)

With the number of participants and software systems involved, employee benefits providers endure an extremely manual and time-consuming workflow. As a result, costs and time to share information is increased, leading to disjointed and poor consumer experiences.

Why Digitization?

In our current climate, employers are confronted with liabilities from all angles. Running business as usual poses safety risks, and maintaining a large staff remotely is a financial liability. As all of those stakeholders that deliver employee benefits are working from home, organizations who have previously learned on manual processes are experiencing significant decreases in productivity. These processes that were always inefficient are no longer an option, forcing employers to aggressively move toward automation through technology, and away from manual labor.

For the market leaders who have already adapted digitization into the core of their organization, these unsettling times are more manageable. They have observed the impact of automation and technology on their growth and stability. Digitization has allowed these leaders to:

- **Save time** by eliminating manual data entry and paper based notices for invoices, commission statements and substantiation requests
- **Save money** by reducing the amount of manual labor required and eliminating the need for expensive paper and postage costs
- **Improve customer experience** by offering a secure path forward to accommodate working from home
- **Reduce risk** by becoming more scalable and adaptable while the market recovers

These benefits are high-level, and do not only support short term recovery in an uncertain economy but also pose long term dividends for ongoing success.

"Digitizing all processes and workflows is critical so that we [OCA] can deliver a product that is easy to understand and continue to keep our internal staff up to speed with training and professional development. This is why the need to automate is even more important."

-Ross Honig, President, Office of Compliant Administration (OCA)

What Next?

In these uncertain times, leveraging technology to streamline operations is crucial for all businesses. As an employee benefits administrator, automating workflows is now more important than ever for your bottom line. Administrators who have not yet implemented digitization into their workplace organization are now prioritizing automation to save their business because of its immediate impact on profitability and revenue collection.

At TPA Stream, our mission is to make it easier for participants and software systems to live in harmony. **We are building the infrastructure layer to connect software systems for all health insurance and employee benefit participants.**
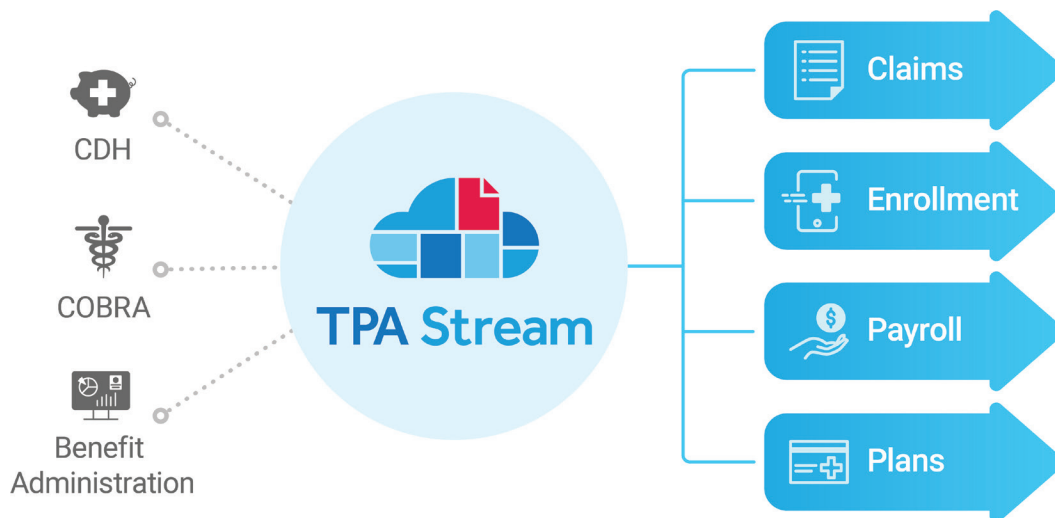
If you need to interact with participants or systems in the employee benefits ecosystem, reach out to us HERE or call us at (646) 397-7565