



Case Study

Easing Vendor Fatigue

Consolidating Services

Leading Feature
Function

One Point of Contact

Industry:

Health Care

Head Quarters:

Minnesota

Number of Employees:

550

Number of Locations:

25

MEDSURETY Eases Vendor Fatigue and Increases Efficiency in Administration and Savings for Growing Healthcare Company

The Challenge

A fast-growing healthcare company was faced with a common challenge: its human resources (HR) department was rapidly taking on more responsibility to attract and retain top talent while controlling healthcare costs. At the same time, the team was managing the administrative work of overseeing service providers for HSA, FSA, Dependent Care, COBRA Continuation, and Carrier Eligibility Administration through four different providers, four separate contacts, three different contribution and eligibility file feeds, and three different banking connections. To top it off, all of these services were priced and billed separately by each provider for 550 employees across 25 locations in the United States.

The juggling of numerous vendors—combined with inefficiencies caused by manual processes—resulted in significant vendor fatigue. Outsourcing these processes was intended to save time and increase efficiency; however, the reality of coordinating with multiple contacts, reviewing different service agreements, and navigating multiple platforms only created more challenges and headaches.

The Solution

The healthcare company's HR and executive teams met with several new service providers that met expectations for one or two services but did not offer a complete solution to reduce the administrative burden they faced. Ultimately, the teams selected MEDSURETY to provide consolidation, efficiency, automation, financial value, and compliance via an online and mobile platform that offers employees robust, feature-rich tools for managing their tax-advantaged healthcare payment accounts.



The Impact

The value of choosing MEDSURETY was seen immediately across multiple areas of the organization. By consolidating services with one partner, the company realized savings in both hard and soft costs, including:

- **Significant reduction in HR time** spent on the phone with multiple contacts explaining requirements for 25 locations and addressing employee needs.
- **Fewer hours required by Legal** to review multiple service agreements due to having one partner agreement that includes all services.
- **Consolidation of eligibility and contribution files**, which reduced the opportunity for errors and decreased the time required for file creation by HR and Payroll.
- **Simplified employee experience and improved compliance** for employees with multiple tax-deferred accounts, made possible by managing all accounts on one platform and coordinating IRS-compliant administration—while providing one online account tied to a multi-purse debit card that automatically pulls from the correct account based on the expense.
- **Streamlined COBRA and Continuation Administration**, giving Finance a single contact for reconciling premium remittance and administration fees as employees transition from active to post-employment status.
- **Outsourcing eligibility administration to MEDSURETY**, relieving HR from spending valuable time managing employee status changes with all benefit carriers and notifying the COBRA administrator of qualifying events—now handled seamlessly by MEDSURETY.
- **Lower annual costs** by combining all accounts and services through one partner instead of paying multiple vendors for individual products or services.

MEDSURETY eased their vendor fatigue and provided the HR and executive teams with what they needed: a vendor partner that delivers more than one service and streamlines several functions, all seamlessly managed through one company and one contact.

MEDSURETY understands the growing need to aggregate services with a single partner and provides HR teams with more time to focus on strategic organizational initiatives.

Contact us to learn more: <https://medsurety.com/contact/>

