

Case Studies: DEPENDENT ELIGIBILITY AUDIT

CASE STUDY 1: A LARGE NATIONAL PRINTING COMPANY

Situation

A major printing company was looking for new strategies to control its rising health care costs while ensuring compliance with the terms and conditions of its health plan document.

Process

BSG recommended a Dependent Eligibility and Spousal Surcharge Audit be performed to validate the eligibility of dependents participating in the plan. This audit took place over a three-month period.

By the Numbers

8,333 Employees Audited	5,104 Phone Calls Received
18,071 Dependents	1,279 Emails Received
30,508 Documents Processed	

RESULTS

Ineligible Dependents: 1,485 (8.2% ineligible)
Additional employees required to pay spousal surcharge: 778
Increased spousal surcharge revenue: \$1,304,040

Approximate Savings: \$2,390,300
First Year ROI: 24:1

CASE STUDY 2: A MAJOR MIDWESTERN HOSPITAL SYSTEM

Situation

A leading health care provider that wanted to maintain a strong and viable benefit program for its employees decided to conduct a full-scale audit of all dependents enrolled in medical, dental, vision and life insurance plans.

Process

BSG helped the organization develop a wide-scale communication and implementation strategy that required mandatory participation to remain eligible for employer-sponsored benefit programs.

By the Numbers

7,710 Employees Audited	9,398 Phone Calls Received
16,032 Dependents	5,342 Faxes Received

RESULTS

Ineligible Dependents: 1,024 (6.4% ineligible)

Approximate Savings: \$2,667,900
First Year ROI on Medical and Dental Plans: 14.6:1