



## ICON | Benefitfocus® Case Study

### Company Overview

Integrated Community Oncology Network, LLC (ICON), a cancer and hematology care group based in Jacksonville, Fla., has nine community-based cancer centers throughout northeast Florida. The company consists of Florida Oncology Associates and McIver, cumulatively employing 365 staff members.

### The Challenges

Offering 11 different benefits plans for ICON's medical professional staff based in multiple locations was both time-consuming and challenging. During Open Enrollment, many duplicate meetings were held to explain the various options and ensure all the paperwork was completed. In turn, ICON's Human Resources department manually entered the information for every employee into each benefit carrier's Web site. This cumbersome process was also tedious as information could be misread or entered incorrectly.

Monthly billing was also becoming an arduous procedure for ICON. Each benefit carrier billed separately, causing even more back-up during the already strenuous Open Enrollment period. Inaccurately tracked employee changes also caused a significant slowdown in monthly billing.

With a decentralized workforce, what should have only taken ICON a few weeks to complete was taking months.

“Now with Benefitfocus, what once took days now takes minutes.”

### The Solutions

ICON decided to partner with Benefitfocus, through its insurance broker, for an automated solution. Benefitfocus eEnrollment™ replaced ICON's traditional paper-based enrollment and administration with an easy-to-use application delivered via the Internet.

eEnrollment consolidated ICON's benefits into a single portfolio for fast and easy enrollment and maintenance. This solution integrated easily with each of ICON's seven different insurance carriers, making the transition to an electronic method as seamless as possible.

ICON also took advantage of Benefitfocus eBilling™, which combined multiple statements into one monthly bill. This lightened the burden on the accounting department as well as HR.

***“Benefitfocus made it very easy to transition to eEnrollment,” said Bob Phelan, executive director and CEO of ICON. “The professionals were readily available to implement the technology, and even visited all nine locations in the network to ensure employees had an understanding of it.”***



## The Results

With eEnrollment, ICON now maintains and updates all their employee information from one central location. Consolidated reports are now available at the click of a button. During Open Enrollment, ICON employees did their benefits selection online. Not only has this streamlined the process, but the information is accurate and completed on time since the employees are held accountable through the new employee self-service system.

*“At one point, we felt like we were a sinking ship. All our time was spent entering employee benefit data,” said Phelan. “Now with Benefitfocus, what once took days now takes minutes.”*