

Higher Benefits Education for All

Company Overview

Valencia College is a local community college located in Orlando, FL with several campuses throughout the city and additional campuses in Kissimmee and Winter Park. Valencia is the third largest member institution of the Florida College System with over 65,000 enrolled students and 3,700 employees, of which 1,600 are benefits eligible. Valencia is committed to helping students reach their full potential and believes that begins with hiring the right talent—individuals who enjoy working in an inspiring environment dedicated to student success.

Challenge

Valencia College has various types of employees— faculty, administrative and career service employees that are full-time, part-time or variable hour. The benefits team was already struggling with managing the different employee categories on their current enrollment system when the Affordable Care Act (ACA) introduced new eligibility requirements. They were at a loss for how their enrollment system would handle even more complex eligibility rules when they were already pushing the envelope with its limited level of flexibility.

Employee education was also an area of concern for Valencia. “We need to help people on the front end a lot more in making the best decision for their benefits, so when they’re dealt an emotional blow or physical blow, that’s really one less thing they have to worry about,” explained Tom Keller, Director of Benefits at Valencia College.

Valencia sought a modern technology platform that would simplify administration and help employees make the best benefit decisions in a post-ACA world.



Industry

Education

Number of Employees

3,700+

Solutions

- Benefitfocus Benefitplace™

Results

- Simplified complex eligibility management
- Increased administrative efficiency and accuracy
- Improved employee engagement and service

“It allows us in the benefits department to really work at a higher level and really work in guiding our employees.”

Tom Keller

Director of Benefits, Valencia College

Benefitfocus® Success Story

Solution

Valencia College selected Benefitfocus Benefitplace™ to better manage and communicate employee benefits. Through single sign-on, employees can access Benefitplace from Valencia's intranet as well as instructional videos and informative resources to educate them about all of Valencia's benefit options—all without having to memorize a new set of login credentials.

Even more exciting for Valencia was the flexibility to configure enrollment workflows based on their specific eligibility rules. By tailoring the enrollment experience to accommodate each of Valencia's employee types, Valencia felt prepared in their ability to address ACA requirements and guide employees to plans that best match their specific health and financial needs.

"We actually limited what benefits we offered to those ACA-eligible employees and Benefitplace allowed us to be able to do that... to really guide that ACA-eligible employee through a specific enrollment as opposed to another full-time employee," explained Keller.

By implementing Benefitplace, Valencia was able to eliminate the error-prone manual data entry process and automate the transmission of benefits enrollment data with their insurance carriers and payroll system. Not only were they able to achieve a higher level of accuracy, but Valencia also improved their ability to service employees when changes were needed or claims were in question.

Benefitplace also provides Valencia with data visualization tools to track open enrollment progress. They can pinpoint which employees have completed enrollment, applications in progress and those that haven't even started. From there, administrators can send targeted communication to groups of employees based on the enrollment status.

Administrative tools extend beyond managing open enrollment with reporting dashboards that give Valencia's benefits team insight into plan performance, employee participation and year-over-year trends. Administrators can use this information to see how they need to modify their benefits program to better appeal to employees and help ensure they're getting the most bang for their buck.

"It allows us in the benefits department to really work at a higher level and really work in guiding our employees and helping them be more strategic rather than focusing on the administrative tasks of entry and things like that."

Tom Keller

Director of Benefits, Valencia College

Learn how you can achieve exceptional administrative efficiency while better serving your workforce when it comes to benefits.

Contact: sales@benefitfocus.com today!