

## Sability and UKG create a standard Open Enrollment process that improves delivery and service for their mutual customers.

### Situation

UKG needed a solution for their customers that would allow for the smooth uninterrupted process from point of benefit carrier sales, through plan configuration, data integration, and for support beyond open enrollment.

Every year at Open Enrollment, group employers offer Health and Welfare Benefit options to their employees. When customers use UKG for its human capital management (HCM) and benefit administration system, benefit plans must be configured on the platform and custom file feeds must be built to transfer employee demographic and plan elections to the benefit carriers who require this information. The length of time to build these plan configurations and custom file feeds is based on the level of complexity, rules, timing of the cyclical Open Enrollment, and other unexpected interferences that can cause the scope of the project to increase and impact time to completion.

UKG customers are required to submit a service request for Open Enrollment support. Because of high demand for these services, customers often wait in the queue for weeks to receive development support. This results in customers potentially not meeting their Open Enrollment timelines and failing to transmit the required data to carriers for the plan effective dates.

Adding a new benefit carrier to a Ben Admin system adds complexity and causes additional time on the end-to-end process, as do the following factors:

- UKG customers have a choice of building their own benefit plan configurations and rules in Core OELE or requesting support from UKG and/or a certified implementation partner.
- All UKG Carrier Electronic Data Exchanges (EDIs) must be built by UKG or a certified implementation partner.
- Each service request (request for build) needs to be estimated, proposed (SOW), and approved by customer before a resource is assigned.
- Requests are often submitted with incomplete data and/or tight timelines (to meet open enrollment deadlines).
- Clients often delay submitting service requests, approving estimates, or providing carrier specifications.
- Resources to assign the SOW are limited during key Open Enrollment times.
- A backlog for the file connection creation often exists.
- Customers who build their own plan configurations can build in a manner that makes it difficult to pull data out for the EDI process for standard integrations.
- Each build is custom, and efficiencies and repeatable processes are not in place based on a multitude of carrier standards.

Carriers and customers suffer from these delays and are looking for a solution to this process. UKG customers can see their custom builds of plan configuration, and EDIs take up to thirty-two weeks to complete. UKG has standard process for the connections for some carriers but the aforementioned issues impact the entire timeline and both customer and carrier requirements and satisfaction.

UKG needed a solution for its customers that would allow for the smooth, uninterrupted process from point-of-benefit carrier sales through plan configuration and data integration, as well as for support beyond Open Enrollment.



## Solution

Streamlined processes through Sability project management allowed customers, UKG, and Aflac to significantly reduce the integration process timelines.

As a certified partner and trusted advisor of UKG, Sability's technical team was chosen to be a part of a beta initiative to build and manage a process of transforming UKG's carrier build structure. The goal was to create a strategy that would increase the overall service level and speed to live for UKG customers.

After speaking to several benefit carriers, Sability knew the carriers' goal was to increase enrollment in its benefit products through a streamlined Open Enrollment process on a self-service portal, like UKG's OELE platform. Sability also learned what the carriers needed as far as the system's data output. In response, Sability developed a simplified project management approach with UKG's strategic team to deliver the best process improvement strategy.

Sability worked with a beta carrier, Aflac, to create a plan configuration playbook. It provided step-by-step instructions for UKG customers or technical partners, like Sability, to build Aflac benefit plans on the benefit administration portal easily replacing a previously custom process.

Sability worked with UKG to create a template EDI and a static Secure File Transfer Protocol connection that allows users to build any file, test it, and get it into production much quicker than the previous queue and process. The addition of the new tools increased access and streamlined processes, allowing Sability, UKG, and Aflac to significantly reduce the integration process timeline to down to four to six weeks.

As the service level improved, customers had a better experience because the process went smoothly and quickly with Sability. The employees had an easier Open Enrollment selection experience, and the carrier had a higher participation in its products while receiving its required employee enrollment data in time to allow employees access to care for the benefit plan year to commence. Due to these efficiencies, the carrier was willing to offset most of the technical build expenses for the mutual UKG and Aflac customer.

Since that first beta experience with Aflac, Sability has continued to repeat this process with other UKG customers while further improving the timelines through efficiencies and partner collaboration.

## BENEFITS



Assigned dedicated UKG, Sability, and Carrier resources



Eliminated custom files in favor of a playbook and defined templates



Established a static SFTP connection with the client



Eliminated the UKG to client, and Sability to client, contracting timeline



Created a carrier file process that is now 4-6 weeks versus more than 32 weeks