

Case Study No. 2

Industry Classification:
Third Party Administrator

Company:
Chard Snyder

*"RepayMe has been
instrumental to our
phenomenal growth
since 2002...
...We stand behind
RepayMe 100%."*

J. Snyder

 **CHARD SNYDER**

 **REPAYME.COM**
Reimbursement Plan Software: Fast, Easy, Smart.

Client Benchmarks

Increased "book-of-business" by 350%

Attained 30% increase in productivity

29% of claims are now entered directly by participants

Less call volume specific to payment and claims

\$100,000 postage savings due to electronic statements

50% increase in case load capacity

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RepayMe Case Study - Chard Snyder

Company Overview

Chard Snyder is a leading third-party administrator of customized benefit solutions established in 1988. This TPA provides superior plan design, reliable plan management, quality education services, and excellent customer service to approximately 600 organizations nationwide.

Business Challenges

Chard Snyder faces a highly competitive business environment, and with its previous software vendor, lacked technological differentiation. Management realized that in order to win a key prospect and tap into the larger group market, a cutting-edge platform was required.

Business Goals

Strategically implement and integrate new technology to support and enhance current and future FSA/HRA/s132/HSA business processes.

RepayMe Solution

This TPA utilizes the following RepayMe system functions:

- Debit Cards - 22% total participant utilization
 - Evolution/Benny
 - Motivano/Smartflex
- Intercept Direct Deposit Processing
 - 40% of reimbursements are automatically transferred electronically
- WiredCommuter Automated Parking & Transportation Payment Services
- Online Participant Web Access for Enrollment, Claims, Balance Inquiry
- Online Employer Client Reporting Access

Persistent Challenges	RepayMe Solutions
<i>No Easy Internet Access for Clients and Participants</i>	<i>Online Access - Provide 24/7 real-time information and self-service</i>
<i>Lack of Integrated, Auto-Email Capabilities</i>	<i>Automation - Streamline communication with electronic statements and instantaneous auto-email responses</i>
<i>Lack of Debit Card Platform and Functionality</i>	<i>Debit Card Integration - Offer multiple payment processing solutions</i>
<i>Complicated System Functionality with Limited Processing Capabilities</i>	<i>Advanced Multi-Processing Capabilities - Efficiently run multiple administrative tasks concurrently</i>
<i>Inadequate Platform Adaptability and Scalability</i>	<i>Scalability - Support business growth in larger group market</i>

Return on Investment (ROI)

The following is a partial list of the dramatic cost and time savings Chard Snyder has experienced as a result of deploying RepayMe:

- Overall productivity has increased 30% due to automated efficiencies.
- RepayMe enables new sales opportunities:
 - Total book of business has grown 350% in 4 years.
 - Acquired keystone accounts in the larger group market (1000+ employees).
- Online claim submission lessens the amount of full claims processing; 29% claims are entered directly by participants, minimizing data entry requirements.
- Reduction in paper processing due to online enrollment.
- Notably less call volume specific to payments and claims processing. Questions like, "Did my fax get in?" and "What is the status of my claim?" are answered directly by RepayMe's auto-email capabilities.
- Participant statements sent electronically have resulted in labor and postage cost savings of over \$100,000 annually.
- 50% increased case load of administrators due to the automatic processes of RepayMe.

Quotes from Client Participants

The site is very user friendly. Much better than anything we had before.

GREAT JOB!!

Don't change a thing.

-Juliann W.

The card and website make Flexible Spending Accounts easy and cost efficient to use. THANKS!

-Alan N.

How can one make suggestions on improving perfection?

-Carolyn B.