

# Case Study No. 27

Industry Classification:  
**Third Party Administrator**

Company:  
**MedSoft Outsource Solutions**

*"Embracing RepayMe's  
proven new technology  
is a key component  
of our excellent client  
retention..."*

*"...RepayMe is a  
great system!"*

*- MedSoft*



## Client Benchmarks

Increased "book-of-business" by 100% in one year

Attained 30% increase in productivity

26% of claims are now entered directly by participants

Saved 750 man hours per year in administrative batch processing

300-400% Improved Claims Processing



# RepayMe Case Study - MedSoft

## Industry/Business Type

Third Party Administrator

## Company Overview

Founded in 1990 and based in Minneapolis, Minnesota, MedSoft Outsource Solutions has evolved into an industry leader providing complete benefits outsource administration for more than 65 employer clients.

## Business Challenges

MedSoft has built its business reputation on excellent customer service, and enjoys extraordinary client retention. However, when its previous FSA technology vendor failed to deliver on promises regarding debit card availability, MedSoft was at serious risk of losing clients, including one particular key account. Furthermore, their previous infrastructure lacked the scalability and web focus required to support rapid growth.

## Business Goals

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

## RepayMe Solution

MedSoft utilizes the following RepayMe system functions:

- Evolution-Benny & Motivano-SmartFlex Debit Cards
- Intercept Direct Deposit Processing
- Online Participant Web Access for Enrollment, Claims, Balance Inquiry
- Online Employer Client Reporting Access

Persistent Challenges	RepayMe Solutions
<i>Inadequate System Adaptability</i>	<i>Automation - Streamline time-intensive batch processing</i>
<i>Inadequate System Scalability</i>	<i>Scalability - Support business growth without additional administrative personnel</i>
<i>Lack of Integrated Debit Card</i>	<i>Debit card Integration - Offer alternative forms of accessing current account funds</i>
<i>Limited Reporting Functionality</i>	<i>On-Demand Reporting - Extensive report options, including client self-service</i>
<i>No Direct Information Access for Clients and Participants</i>	<i>Employer Client &amp; Participant Communication - Provide 24/7 online access and auto-email communication</i>

## Return on Investment (ROI)

The following is a partial list of the dramatic cost and time savings MedSoft has experienced as a result of deploying RepayMe Software-as-a-Service:

- Having a trusted technology allows this TPA to confidently promote its capabilities and win new business.
  - Total book of business has grown 100% in the past year.
  - Providing online access to participants and employers is a significant selling point.
  - MedSoft's largest employer client was attained after showing RepayMe's on-demand reporting functions during the sales presentation
- Over 26% of claims are entered directly by participants, reducing administrator data entry requirements.
  - Upwards of 80% of claims being entered online, for select accounts
- Every employer client runs reports on-demand, accessing instantaneous information while saving this TPA time and materials.
- Intercept direct deposit is in effect for 45-50% of all participants with 1 day turnaround. Utilizing this fully automated function has saved 3 hours per day (750 hours per year) in administrative batch processing with a separate system.
- Participants value having access to their accounts rather than just waiting for their money. This has fostered good-will and facilitates account renewals year after year.
- 300-400% Improved Claims Processing
  - With the previous software, processing 50 claims in a day was considered "a good day". With RepayMe, 150-200 claims per day are processed with the same personnel.
- The RepayMe monthly per participant fee structure is more cost effective as compared to traditional software

## What MedSoft Says

*"RepayMe is so far above the competition, there is no comparison. They provide the latest web-based account services and reporting tools to deliver significant benefits (with minimal involvement) to both our employers and employees.*

*Embracing RepayMe's proven new technologies is a key component of our excellent client retention. RepayMe is a great system and the people we have worked with are awesome!"*

*- MedSoft*

## Quotes from Client Participants

*This web site is great, and really facilitates and automates the claim process.*

*- Bryon N.*

*I'm so glad we have this as a tool for us! It is so easy to use and submit claims.*

*- Julie F.*

*Some sites are so confusing but yours is excellent. Thanks!*

*- Yvette J.*