



Configured for Independence

How customer-controllable basys settings are keeping fund offices and TPAs ahead of rapid coronavirus-driven benefit changes

Challenges

- ◆ Plan participants are facing serious illness, quarantines, hour reductions and family financial pressures due to the COVID-19 crisis.
- ◆ New COVID-19 related government regulations and trustee mandates are causing rapid changes to benefits and eligibility reporting.

Solutions

- ◆ With the most user-configurable solutions in the Taft-Hartley market, basys customers can quickly make required changes to benefits and system settings themselves – with *no delays or additional costs*.
- ◆ Basys proactively monitors regulatory changes and notifies customers with detailed alerts that explain exactly what system changes may be required – and *how* to make them.

Basys delivers solutions for Taft-Hartley fund offices and TPAs, forging and celebrating innovation that helps them provide benefits for more than two million workers, retirees and dependents across the US and Canada. Learn more at www.basys.com.



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As benefits plans across the US and Canada have scrambled to adapt their processes, policies and benefits to respond to the COVID-19 crisis, basys customers have several distinct advantages, including the industry's most user-configurable applications. Customers can respond quickly to changing circumstances, without the delay or cost of a new project engagement.

Timely, specific info to implement fast-changing benefits

Basys sends claims customers alerts about COVID-19 related regulatory changes, usually within 24 hours of when they're issued. Prepared by a basys senior claims analyst, the notices include detailed information on how to make required changes, often with little or no direct assistance from basys.

UFCW's Heartland Health & Wellness Fund, a basys customer since 1985 and known for their proactive member wellness programs, was one of the first basys customers to implement changes extending coverage for COVID-19 testing, treatment and telehealth visits. Healthcare Chief Operations Officer Missy Steed was glad to get straightforward, useful information and detailed instructions for updating claims benefits.



"There's an overwhelming amount of info out there right now, and I was searching for the specific info that applied to our members," she says. "Then I got the email from basys, and suddenly it all made sense. Within 24 hours we were up and running and ready to go. I appreciated that basys proactively gave me what I needed to be able to handle it myself."

A one-hour solution for Eligibility without Remittance



Some members are being laid off for reasons related to the COVID-19 pandemic; nonetheless, some plans are continuing to provide eligibility credit to these members so their medical coverage isn't interrupted.

Benefit Plan Administration of Wisconsin (BPA), a large TPA serving many building trades and a basys customer for more than 30 years, faced this challenge in early April as participants began losing hours to the pandemic.

A basys analyst recommended a simple solution: Toggle on a status code option on **EmployerXG** remittance reports and create a new status specific to coronavirus service interruptions. Employers can assign that status code to affected employees when filing remittances, and BPA can run a report to track who has been laid off and apply eligibility credits accordingly.

"Basys offered a solution that would allow our employers to report laid off employees just by changing a simple setting," says Laurie Polivka, BPA's Assistant Administrative Manager, who was able to make the status code adjustments herself. "We talked to basys, got a helpful solution and instructions, and within an hour the change was in place."

Independence, Adaptability, Trusted Advice

The best benefits technology solutions empower users to quickly adapt, even when conditions in the world and the workplace are changing fast and unpredictably. While some technology vendors have to custom-program every benefits update or schedule change – keeping customers waiting and driving up costs – the basys approach is different: provide an extensive menu of customer-configurable options, and experienced consultants ready to help fund offices get the most from them.

Want to make your benefits systems more nimble, adaptable, efficient? Tell us what your fund office or TPA needs, and we'll show you how basys can help.