

Partner Success Story

“The data validation processes in place at Lighthouse1, along with the dedicated support from their Partner Success Team effectively eliminated data quality issues, allowing us to effortlessly convert groups’ mid-year and deploy a successful partnership.”

—Ric Joyner, CEO, eflexgroup.com

A smooth transition was essential, especially since it needed to happen mid-year. HRMS also wanted to ensure their customers received a high-level of communication and experienced minimal disruptions in service.

The Solution

eflexgroup.com and Lighthouse1 collaborated to test, validate and convert the data from HRMS’ existing administrative system and debit card platform to Lighthouse1 OnDemand. The efficient working partnership between eflexgroup.com and Lighthouse1 streamlined the process of testing the data, which resulted in a smooth transition with a shorter-than-planned blackout period and an early order for debit cards.

The Results

HRMS customers were not disrupted by the conversion. The scheduled blackout period was shorter than expected, they received their benefit cards earlier than planned, and were able to resume manual claim processing three days ahead of schedule. HRMS and eflexgroup.com proactively scheduled follow-up training and information-sharing sessions with HRMS customers to ensure that any issues were resolved promptly. The following are examples of the responses from customers, which quickly convinced HRMS that—because the transition was so smooth and the solution was so easy to use—no additional follow-up meetings were required.

- “From my standpoint, I do not believe that it is necessary to reschedule [our meeting]. I have had no problems or concerns at this time.”
- “Everything seems to be working smoothly. Thanks!”
- “The site is easy, friendly, and I don’t think anyone from my place has any issue with it. Thanks for making training available; and making the transition so smooth.”



The Partner

eflexgroup.com, a nationwide Consumer Driven Health administrator, has been a visionary organization since its inception in 2000. With a mission to provide fast answers, fast claims, personal service and efficient Web-based self-service, they are positioned well for growth.

The Situation

When eflexgroup.com decided to take on new business opportunities by serving as a business process outsource (BPO) partner for other firms in the area of Consumer Driven Health, they immediately turned to their strategic technology partner, Lighthouse1.

Lighthouse1 works with various organizations in the benefits administration market to help them determine if Lighthouse1 OnDemand™ is the right technology solution for their needs. During this process, they sometimes discover that organizations would actually be better off outsourcing benefits administration services rather than adopting new technology. This was the case for HRMS (www.hrmsllc.com). Based on their business model and immediate needs, Lighthouse1 suggested HRMS explore alternatives. After a few meetings, HRMS decided to partner with eflexgroup.com for their benefits administration needs.