

CASE STUDY

Regional Health System Strengthens Mission, Culture, and Cost Efficiency Through Smarter Benefits Administration

CHALLENGES AND OPPORTUNITIES

Workforce Complexity

Clinicians, salaried staff, hourly workers, and per diem employees all had different eligibility rules and benefit needs. At the same time, HR faced constant pressure to meet ACA and HIPAA requirements without risk. They turned to a system built to simplify enterprise complexity at scale.

Culture as a Talent Lever

As a mission-driven, philanthropy-supported health system, the organization couldn't compete on compensation alone. The benefits experience had to serve as a key lever for attracting and retaining talent.

Cost Pressures

Operating on a lean, non-profit budget meant every benefits dollar had to stretch further. Rising healthcare costs, tighter reimbursements, and growing administrative demands created constant pressure to deliver more value with less.



ABOUT

- Industry: Health Care
- 71 years serving the community
- 16,000+ employees



SOLUTIONS

bswift Platform
Built to make admin simpler and benefits more rewarding

Payroll Accuracy
Closed-loop payroll process to keep deductions correct

Service Center
Outsourced support for employee questions and benefits navigation

Dependent Verification
AI-driven process to ensure only eligible dependents are covered

ACA Compliance
Full outsourced management of ACA reporting and requirements

IMPACT

27k+ enrollments &
14k+ enrollment files sent to vendors, automatically
2.8M+ employee changes processed

\$180k recovered from retro premiums and missed deductions

13k interactions
~100k minutes saved
93% first call resolution
98% employee satisfaction

\$8-\$10M projected annual savings from ongoing dependent verification

85k+ 1095 forms generated over six years

