

## Corporate Benefits Service, Inc.

“VPay’s total payment solution helped us realize business value that we can measure.”

**Kenneth Harvey**  
President  
Corporate Benefits Service, Inc.

**Corporate Benefits Service, Inc.** is a third-party administrator (TPA) for self-funded health and welfare plans serving plan participants in over 16 states. The company processes hundreds of thousands of medical, dental, disability, Flex and HRA reimbursement claims annually. Corporate Benefits Service’s sophisticated approach allows their clients to offer uniquely tailored solutions. Their health plans combine patient financial incentives with decision support tools that empower plan participants to achieve a higher value in health care encounters.

IT Manager Angela Storms is responsible for supporting the technical side of the business – with specific responsibility for the reimbursement payment process: creating check files; managing 835 updates; setting up new groups; and insuring the secure delivery of banking information.

In 2012, Angela was part of an integrated team representing Corporate Benefits’ financial, IT and operations roles that initiated a search for a secure, scalable electronic payment solution. As part of their decision process, the Corporate Benefits Service team evaluated four payer systems and selected VPay.

### AT A GLANCE:



**Challenge:** To implement a secure and scalable electronic payment system.

**Solution:** VPay

**Results:** Saved \$168,000 annually in addition to receiving a revenue share based on the claims volume processed by VPay. Increased percentage of providers adopting e-payments from 20%-60%.

### Executive management was focused on cutting costs, specifically print/mail costs and banking fees.

Angela and her accounting counterpart were driven by a need for ease and efficiency. And the team as a whole understood that the company needed a solution that would demonstrate compliance with government regulations. They found that VPay’s total payment solution more than delivered on all fronts – giving them the efficiency, accountability and flexibility they required.

When this project started, electronic payments were seen as a differentiator. In Ms. Storms’ view, they are now a basic requirement, “You can’t be competitive or relevant if you don’t offer electronic payment processing.” Within the current regulatory landscape, it is enough for TPAs to provide attestations regarding electronic payments, but very soon, TPAs will be required to prove compliance.



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VPay went above and beyond.”

**Angela Storms, IT Manager,  
Corporate Benefits Service, Inc.**

The VPay implementation happened in less than 12 weeks, and was smooth and seamless. Ms. Storm remarked, “I’ve been through a lot of IT implementations and VPay has been the easiest by far. I can’t say enough about how well they managed the process and helped us every step of the way,” a sentiment echoed by others on the team.

**Since implementing VPay’s total payment solution, they have increased the percentage of providers adopting electronic payments from 20% to 60%.**

Ms. Storms credits VPay with helping to enable growth without requiring additional resources – the firm will continue to increase efficiencies, cost savings and revenue as they scale. Their portfolio of more than 72 clients represents every industry and every type of business.

**Corporate Benefits Service has been up and running with VPay for more than three years. The Charlotte, North Carolina-based TPA has cut costs by more than \$168,000 annually in addition to receiving a revenue share based on the claims volume processed by VPay.**

In addition to delivering operational efficiency, cost savings and revenue, VPay provides the highest level of customer service. As a firm that must, itself, provide a premium customer experience to its clients, Corporate Benefits Service values the call center and dedicated toll-free number that VPay includes in its services. In the highly competitive health insurance and benefits environment, the ability to respond quickly to client needs is extremely important. VPay’s unrivaled customer service is a key to success. Ms. Storms summed it up, saying: “VPay went above and beyond! Their customer support is excellent – they are only a phone call away.”

To learn how VPay can streamline your payment process and reduce costs call **855-VPAY-USA** or visit **[vpayusa.com](http://vpayusa.com)**