



ConSova Eligibility & Recovery



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Systems Director Total Rewards

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Delivering Unmatched Value for Dependent Eligibility Verification Services

Company Profile:

Saint Luke's Health System is a faith-based, not-for-profit health system serving 67 counties in Kansas and Missouri with 10 hospitals, home care and hospice, behavioral health care and physician practices.

Saint Luke's employs approximately 9,700 people, which includes more than 400 employed physicians. There are 9,800 dependents and between 16,000 and 17,000 members of Saint Luke's medical benefit plan.

Business Challenge:

Like many health systems, Saint Luke's was facing mounting health care costs, including the additional costs of complying with the Affordable Care Act. In addition to other cost containment measures, such as a high deductible health plan, Saint Luke's decided to conduct a comprehensive dependent eligibility verification audit with the goal of identifying and removing ineligible dependents from its health care plan.

Prior to working with ConSova, Saint Luke's had never conducted a dependent eligibility verification in the past. While the health system did require employees to provide at least some level of eligibility verification, such as birth or marriage certificates, prior to enrolling dependents on the plan, their process was limited and no follow up or re-verification had ever been completed after dependents were enrolled.

Tammy L. Leslie, Systems Director Total Rewards, at Saint Luke's felt strongly that a dependent eligibility audit would garner significant results. As part of the vendor selection process, Tammy developed a request for proposal, and, along with Saint Luke's controller, evaluated proposals from numerous vendors.

Since Saint Luke's is a not-for-profit organization, cost was a significant determining factor during the selection process. As part of its due diligence, Saint Luke's evaluated several dependent audit vendors. According to Tammy, “We reviewed each vendor's cost, service level, reporting capabilities, and availability of online tools to aid in our employee's compliance.”

“Ultimately, it came down to which vendor offered the most value to Saint Luke's, and ConSova came out on top,” Tammy said. “I also saw the results ConSova achieved for my prior employer, in terms of both cost savings and customer experience. I knew bringing them to Saint Luke's would be instrumental in helping our system reach our goals.”

Solution:

For Tammy, ConSova's dependent eligibility verification process was very straightforward and did not take a lot of her time.

"It is always a good thing when I am able to limit my involvement with vendors," she said. "My team was able to handle it without my involvement, which meant that things were going well. ConSova passed every test when it came to ease of process."

ConSova provided a secure employee portal for Saint Luke's employees to manage the entire audit process online, including securely uploading their documentation. The employee portal was just one of the technology enablements that ConSova offered Saint Luke's in order to create the most employee-friendly, transparent audit process possible.

"There was just no way the Saint Luke's benefits team could have handled a dependent audit internally and maintained day-to-day operations. ConSova's solution took the pressure off our team while still delivering the results we required," said Tammy.

When it came to employee communications, Tammy felt ConSova was excellent all around. "We develop employee communications very carefully in order to maintain tone and focus. ConSova was very good about working with us to craft each message to align with the established tone of Saint Luke's communications," said Tammy.

But in a results-oriented world, the bottom line is what ultimately matters and Saint Luke's, with the help of ConSova, was able to meet the goals they established for the dependent eligibility audit.

"I knew we would find ineligibles, but there was no efficient way to determine how many before we started the audit," said Tammy. "Since I was the greatest advocate for the initiative, I was really hoping we'd achieve our goal and ConSova's work helped us do just that. We had a target number of ineligibles we wanted to identify and we identified them very quickly. We're a self-insured plan so the cost savings we realized are very important to our bottom line."

Following the dependent eligibility audit, Saint Luke's reached out again to ConSova for insights on how to best verify eligibility of a new class of dependents—domestic partners.

"We had some uncertainty about how to accurately verify the eligibility of domestic partners," Tammy said. "It was wonderful to know that our partnership with ConSova lasted after our initial project was completed. Having them as a resource to reach out to every so often is very important."

"If we conduct another dependent eligibility verifications, ConSova will be the firm we select. Everything went so smoothly. I couldn't have asked for a better process."

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Contact Us:

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