

How Group Benefits Services Increased Efficiencies with CEEM

The GBS Story

Established in 1992, Group Benefit Services (GBS) was founded with a central focus: to administer sustainable self-funded health plans while providing informed guidance to employers and compassionate service to members. To this end, today we develop custom benefit plans to meet the needs of a diverse set of clientele. With GBS, clients gain improved plan performance and streamlined administrative workflows. We also emphasize building positive, personalized connections with our members, ensuring each member feels important.



Springfield, MO



GBS-TPA.com

The Challenge

Requests were coming in from clients with multiple locations who needed a streamlined online enrollment solution, and at the same time we needed a more comprehensive way to handle monthly client billing.

Why CEEM

- Consolidated Billing
- Efficient Enrollment
- Employer Portal

"CEEM's consolidated invoice is a superior way to present monthly billing to our clients and has been a great investment for us," Kim Angeles, Chief Operations Officer, GBS



Increased Efficiencies

Secure and Efficient Way to Handle Enrollments

Our legacy paper enrollment process was becoming inefficient, less secure and a more costly way to keep records. We began looking for an online enrollment solution and initially selected another vendor. Within just a few months of working with that vendor we realized we needed a more robust solution; that is when we decided to go with CEEM. CEEM not only gave our team the ability to handle the eligibility more efficiently, but also gave us the billing features we needed, as well as a portal for our clients' Human Resource staff to easily view and manage enrollments and eligibility.



All Coverages One Invoice

Consolidated Invoice for All Lines of Coverage

We selected CEEM because we wanted to give our clients a consolidated invoice that could accommodate various the lines of coverage, was easy for our clients to understand, and include monthly billing detail reports. Prior to CEEM, we had a manual process that included using our claims administration system, which had a very limited billing component. Our monthly billing process was not ideal, so having CEEM's integrated system that can handle all eligibility, plus provide a consolidated invoice made a lot of sense for us.



One Central Eligibility Location

All Member Data in One Place

Increasing administrative needs, including the ACA requirements, made it clear that having all eligibility data in one central location for our entire book of business was a crucial component for continued business success. Using CEEM we now have access to view all clients and all their eligibility in one system with many enhanced features. CEEM's online member enrollment allows to capture all member decline reasons more effectively. In CEEM's administrator portal we can now also reconcile data with a few clicks and run or schedule multiple reports for our clients. All functions we could not do successfully prior CEEM.