

# How CEEM Opened Doors for Lockard & Williams

## *The Lockard & Williams Story*

Lockard & Williams, 90 Degree Benefits Company, is a Third-Party Administrator established in 1990 by a team of experienced and dedicated insurance professionals. Offering limitless self-funded and fully insured plan designs for companies while providing timely management of meaningful information to help clients realize significant savings. Lockard & Williams watches trends, shapes legislation through direct input, and analyses issues that affect employee benefits today and in the future.



200 Groups



10,000 Members



Headquarters  
Pascagoula, MS



90degreebenefits.com

## The Challenge

Move away from paper to become more efficient and competitive in marketplace.

## Why CEEM

- Consolidated Billing
- Data Integration
- Online Enrollment

*"Coteva cares about us as a client, which is generally not the norm in the software space. It has made a huge difference!" Wendy Witchen, Billing Manager/COBRA Administrator*



Winning New  
Business

## Staying Ahead Of Competitors

Five years ago, our clients started requesting online enrollment capabilities, and around the same time payroll companies started offering online enrollment as well. We did not want to lose business, so we immediately started looking into systems, and found CEEM. CEEM had everything we needed in one system, from online enrollment and eligibility management to consolidated billing. The CEEM system opened doors for us by not only keeping current clients happy but in winning new business. We gained two new groups because we had online enrollment and eligibility through CEEM in place.



CEEM Handles  
All Products

## More Efficient Than Claims Adjudication System

We offer more products than just medical and prescription benefits. We have ancillary products such as life, disability, and supplemental products that our claims system could not handle effectively. With CEEM our members can enroll in all our benefit offerings. Plus our internal team and our employer groups can view and manage all eligibility. This is extremely important when we process consolidated billing, and run client reports. The CEEM Remittance Report for example is very clear and makes it easy to see right away if there are any issues to be addressed. Whereas in the claims system, the reports we were using prior required extra formatting to get to a usable report. CEEM is saving us time and making our processes more efficient.



True  
Partnership

## Working With Us Throughout The Years

We have worked with multiple software systems over the years and no other system has taken our requests for enhancements so seriously. With Coteva they are always open to feedback and are willing to help us find work arounds to make the system work for our specific needs, or they are willing to make an enhancement to their product. We also appreciate the communication they send out about their upcoming releases, and we like finding out about new things they have added to the system each time. It has been easy working with Coteva and the CEEM system.