

# How Stirling Benefits is saving administrative hours and costs with CEEM

## The Stirling Story

We believe that enhancing the health, wealth, and security of those we serve is the foundation of all that we do. In 1971, Stirling Benefits was founded to help employers take advantage of a “new” concept – self-funding employee benefits. During the last decade, we expanded our services into stand-alone billing and commission payments for other entities. We can only offer these services if we are as competitive as larger organizations. While scale is important, high touch services distinguishes the Stirling Brand.



38 Employees



12,000 Covered Lives



Headquarters Milford, CT



StirlingBenefits.com

## The Challenge

Complex billing rules that required hundreds of hours in manual billing processing across several blocks of business.

## Why CEEM

- Consolidated Billing
- Electronic Invoicing
- Flexibility
- Partnership

*“Prior to using CEEM, our process required double entry and manual adjustments. Since partnering with CEEM, we have eliminated redundant manual work. We also have access to real time data for the current and past monthly bills. Adjustments are much easier.” Susan Buzelle, Group Administration Association, Stirling Benefits*

50%

Reduction in  
Billing Hours

## Complex Billing & Prorating Rules

Prior to CEEM we were spending countless administrative hours manually processing monthly invoices for our clients. Our billing block of business consists of 150 groups, all of which have different prorating rules, short payments, overpayments and general billing inquires each month. **We needed an electronic billing solution that would not only save us time but also have built in rules to prevent administrative errors.** With CEEM’s consolidated billing tools we have all of that and more, and best of all we have had a **50% reduction in administrative billing hours.**

\$avings

By Eliminating  
Manual  
Billing

## Secure Billing

CEEM has removed the need for processing, printing and mailing paper invoices to our clients. **With CEEM we process monthly consolidated invoices online** with a click for any group, any division, or for all groups at once. We can then post these bills directly on the employer portals or securely email to our clients. This has not only saved us time and money but has made our billing process more secure and efficient.



Reduced  
Errors

## Powerful CEEM Tools

In the past we had to manually audit billing, manually pull reports together, and search through tons of forms and spreadsheets for basic eligibility information. **Now with CEEM we have access to powerful tools that cut down time and reduce errors and costs.** The CEEM change log allows us to immediately find out what was sent to the carrier and when. The CEEM export wizard saves us time and resources because we get access to any piece of group detail and member information that is in CEEM at any time. This allows us to download, customize and change anything we need to quickly and easily and produce custom reports and analytics for our customers.