

UMR Case Study: Winston-Salem Industries for the Blind

*Better savings, service
and access to information*



Client

Winston-Salem Industries for the Blind (WSIFB) provides opportunities for people who are visually impaired or blind and in need of training, employment and services. Their mission is to help these individuals succeed in every aspect of their life.

Challenge

As a nonprofit group, it is especially important that WSIFB pay close attention to costs. To more closely monitor and affect their medical expenses, WSIFB decided to self-fund its health benefits in 1999. While satisfied with its third-party administrator, the group wondered if a higher network discount was possible... without sacrificing service.

Solutions

WSIFB rebid services every year and in 2008, one of its clients recommended contacting UMR. When the group discovered UMR was a flexible, national TPA with access to the UnitedHealthcare® Options network, it opened the door to make the move.

UMR met with WSIFB to discuss its needs, which consisted of:

- Deep network discounts
- Financial savings
- Quality customer service
- Better access to information



Network Savings
10 percent or
higher savings on
incurred claims

Together, they designed a medical plan that would accommodate the company's unique employee population.

"We had a lot of input in how we wanted things handled and paid, and UMR was very respectful of that," WSIFB Benefits Administrator Mary White said. "Even when we made changes in the 11th hour."

White said UMR's more formal implementation process ensured everything was addressed up front.

"Before any claims were run, UMR checked and double-checked how things would actually move through the system," White said. "It really benefited WSIFB up front and avoided problems on the back end."

Results

WSIFB is very satisfied with UMR as its benefits administrator.

"We previously had limited access to claims and EOBs," White said. "UMR is easier to work with and the information we need is readily available."

In addition, the Options network had strong overlap and was broader than its predecessor, resulting in very few employees having to change physicians.

"Truthfully, finance pushed the move to UMR," WSIFB CFO Sam George said. "While we originally did it for savings, we've been satisfied with the service, better access to data and just a great working relationship. We couldn't be more pleased."



Demographics:

Headquarters:

Winston-Salem, NC

Satellite facilities:

Asheville, NC; off-site employees located in government service centers and eye clinics

Employees:

306 medical plan participants

Effective Date:

July 1, 2008

UMR Services Provided:

Medical, UM, CM, Pharmacy

*To learn more about
what we can do for you,
please contact your
UMR representative.*



A UnitedHealthcare Company