



Customer Testimonial

Unified Group Services, Inc.

Benefit Informatics has become an integral part of our business operations at Unified Group Services. We utilize BI every day to meet a number of business needs for our customers; primarily electronic access to analysis and reporting.

Before entering into our agreement with Benefit Informatics in 2006, we evaluated a number of options for data analysis and reporting for our clients. We considered a variety of other options but could not find a fit for our particular needs. In evaluating BI's services, we were impressed with the ability to integrate data from our claim payment adjudication system and other sources and offer an easy-to-use one-stop online solution for accessing claim data.

“Benefit Informatics is an important deployment tool for our strategic marketing efforts with clients, prospects and broker partners in our community.”

Honestly, we didn't have any idea how much we would come to depend on Benefit Informatics. Several different departments within our organization access the system to obtain information for our clients. Our disease management vendors are able access daily data and our internal wellness staff can access a variety of analysis and report functions easily. And BI has been able to integrate our data with other resources such as MEDai, a vendor we use for clinical predictive modeling.

We brought on Andrew Eller to be our main BI user and not a day or hardly even an hour goes by that he is not accessing the BI system to run reports for our customers or members of our staff. Andrew also utilizes BI to develop plan design alternatives and changes to help our customers better control healthcare costs. We have also implemented the Connect service that allows our customers and their brokers to access scheduled reports and other documents in a secure website. They receive an email when a report is ready for them to access it; they love this service.

BI is an important deployment tool for our strategic marketing efforts with clients, prospects and broker partners in our community. We consider our relationship with Benefit Informatics truly as a partnership. The level of service and responsiveness to our changing needs and BI's ability to create custom solutions for us really sets BI apart among our vendor relationships. We look forward to a long and productive partnership with Benefit Informatics.

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