

Delegata[®]

Automated Communications Exchange System

SOLUTIONS WITHOUT BORDERS

Employing Delegata's pragmatic approach, **CalPERS** achieved substantial benefits.



Overview

CalPERS, the largest public retirement system in the nation, provides retirement and health benefits to more than 1.4 million members and 2,500 employers. To better serve its members, reduce costs, and improve operational efficiencies, CalPERS partnered with Delegata and developed an Internet-based application for partner communications. The Automated Communication Exchange System (ACES) portal was developed to provide the people, process and technology links for CalPERS' new G2G/G2B platform. Featuring online data entry forms, file transfers, inquiry, and billing capabilities for critical operations, ACES effectively meets the needs of CalPERS and its employer partners.

The Challenge

CalPERS provides more than 1800 unique benefits affecting its employers, providers, and members. They wanted to enhance the processes that supported their business, making them more scalable to support a larger number of employer partners without significantly increasing staff or costs. CalPERS recognized that their existing processes could be tightly integrated - reducing errors and time consumption. In short, they needed a robust, cost-effective, scalable tool to support a significant increase in health insurance benefits and speed-up information flow.

The Solution

Delegata built ACES to seamlessly connect with CalPERS' existing legacy systems while utilizing Oracle's new 9iAS Model View Controller (MVC) framework. We developed an e-service strategic vision, defined roles and responsibilities, modified existing processes, and defined new processes while establishing a new technology infrastructure. Not only did Delegata provide project management, analysis, development, and quality assurance assistance, we also ensured that CalPERS' staff members fully understood how to implement and maintain the solution via a thorough knowledge transfer process.

The Results

CalPERS employers and provider partners now use the Internet to quickly and easily process health, membership, and payroll transactions. Employing Delegata's pragmatic approach, CalPERS achieved substantial benefits, including:

- Dramatic reduction in manual processing
- 97% satisfaction rate increase
- Ability to grow with their partners
- Less wasted time correcting data errors
- Streamlined new account processing
- Improved tracking and monitoring
- Electronically processed payroll data
- Increased security

Contact Us

2495 Natomas Park Dr., Ste. 200
Sacramento, CA 95833
Toll-free 1.877.delegata
info@delegata.com