

◆ CLIENT SUCCESS STORY

When Carrier and Employer Systems Couldn't Connect, LifeHelp Closed the Gap

■ Background

A large national employer needed daily leave-of-absence (LOA) and return-to-work (RTW) updates entered directly into its Oracle-based HR system — updates that controlled employee system access, pay status, and benefits. A single delay or error meant an employee could be locked out of pay or coverage with no warning.

For the carrier that sold this employer its benefits, that kind of direct system access was outside their capabilities. Entering daily updates inside a client's HR environment fell entirely outside the carrier's normal operating model by demanding dedicated staff, employer-based security clearances, and a level of operational risk the carrier had no infrastructure to absorb.

The carrier turned to LifeHelp.

■ The LifeHelp Approach

LifeHelp met with all relevant parties, assessed the operational and security requirements, and stepped in as a trusted extension of the employer's HR team:

- Received and processed daily leave files through a dedicated channel
- Tracked current and future-dated events using custom, employer-specific controls
- Accessed and entered updates directly into the employer's Oracle-based HR system, meeting the employer's full security and compliance requirements including background checks, security training, and formal onboarding
- Responded to urgent same-day exceptions and employee lockout issues in real time
- Completed correction forms as needed to keep LOA and RTW updates accurate and current

■ Results

60/wk

LEAVES & RETURNS PROCESSED

10–15 hrs

SAVED WEEKLY

100%

RESOLVED WITHIN 1 BUSINESS DAY

- ✓ Helped the carrier win and support a multi-million-dollar national account

- ✓ Strengthened the carrier's client relationship through demonstrated operational flexibility
- ✓ Removed a specialized administrative burden from both the carrier and employer, handling roughly 40 leaves a week and 20 returns to work
- ✓ Saved the employer 10–15 hours of leave administration work every week
- ✓ Delivered reliable, accurate handling of daily and future-dated transactions, responding to 90% of requests within the same business day and 100% within one business day
- ✓ Reduced the risk of employee access and payroll disruptions

◆ WHY THIS MATTERS

The most valuable partnerships often break the mold of standard insurance administration — they require someone willing to operate inside a client's systems, not just alongside them. That's the work LifeHelp exists to do: absorb the specialized, high-stakes responsibilities that don't fit neatly into a carrier's internal capabilities, so carriers can win and keep the accounts that matter most.