

Community Healthcare of Texas



Company Overview

Community Healthcare of Texas (CHOT) provides care for patients with serious and terminal illnesses in North Central Texas. As the largest not-for-profit hospice and palliative care organization in Texas, CHOT offers services to both adult and pediatric patients and their families since 1996.

Location: Three offices and two inpatient facilities in North Central Texas

Industry: Hospitals and Healthcare

Employees: 240



"(Our Client Advocate) is phenomenal. He had a tough hill to climb. I know that he's going to respond to me and he's going to get things taken care of."

-Director of Human Resources, CHOT

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The Challenge

Community Healthcare of Texas (CHOT) is a 240-employee provider of hospice and palliative care services in North Central Texas. CHOT relied heavily on its medical insurance broker to help manage its benefits programs, allowing its HR team to focus on other responsibilities. The broker handled most of the benefits program, from enrollment to day-to-day management to billing and communication with carriers, and used Selerix as its benefits administration provider.

When CHOT decided to switch to a new broker, CHOT needed to continue to maintain an efficient benefits program and to provide benefits services, such as open enrollment, to employees. To accomplish this, most processes would have to be recreated, considering the share of the benefits burden taken on by the previous broker. These processes included creating automatic processes for billing and file transfers. It was very important to CHOT to eliminate as many manual processes as possible.

The Solution

CHOT and Selerix worked together to develop a solution that allowed the organization to continue its benefits program with as few interruptions as possible, while automating previously manual processes.

The foundation of the improved process was communication. The Selerix Client Advocate began the process by collaborating with the impacted parties (CHOT, Selerix, broker, and carriers). With improved communication, for example, if there were problems with the files, the carriers would inform Selerix directly instead of having to work through the various parties.

Selerix worked directly with the carriers to develop a process to improve the errors associated with EDI files, which had been error-ridden in the previous, broker-driven process.



The Result

With the new, more collaborative process in place, CHOT entered open enrollment more prepared than in the past. Cases were properly built and EDI files were properly set up to minimize errors in advance of open enrollment. Despite changes to its benefits plan and carriers, the new, more collaborative process resulted in a smooth open enrollment period for CHOT – for both employees and administrators.

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