

Commonwealth Pain & Spine

Improving Benefits Administration in a Time of Complexity and Change



Company Overview

With 21 offices located throughout Kentucky, southern Indiana, and Illinois, Commonwealth Pain & Spine seeks to improve the lives of the patients in its care by respecting their pain and by passionately delivering to them only the most innovative, safe, responsible and clinically proven pain relief possible.

Location: Louisville, Kentucky

Industry: Healthcare

Employees: Over 500



The Challenge

In summer 2023, Commonwealth Pain & Spine, a healthcare provider with locations in Kentucky, Indiana, and Illinois, was experiencing significant change. Having recently been acquired by a private equity firm, Commonwealth had a new CFO and was onboarding a new practice.

Commonwealth had been using a well-known, national payroll/HRIS provider for payroll and benefits administration, but its HR team was concerned that the system did not have the capability to manage a very suddenly complex benefits situation. For example, the organization had many unique benefits classes, including physicians, non-physician providers, corporate executives, hourly non-clinical employees, etc. With open enrollment just around the corner, Commonwealth realized it needed to consider other options for benefits administration.

Commonwealth's HR Manager was tasked with quickly identifying a benefits administration provider that could handle a rapidly evolving organization and ensure that its employees could complete open enrollment by the end of the year. She commented, "There was no option to fail or falter." In her search, she contacted Selerix.

The Solution

In addition to switching ben admin providers, Commonwealth had moved to a new benefits plan design, including new carriers, so everything was being built from scratch. Selerix quickly got to work, developing a project plan using a well-known project management platform to keep both Commonwealth and the Selerix team up-to-date on required tasks and deliverables.

The Selerix Client Service team led the implementation. Working through Thanksgiving to get the case built in advance of a mid-December open enrollment, Selerix and Commonwealth remained in constant communication. Commonwealth's HR Manager was appreciative of the time and effort spent by Selerix to follow the plan and complete the case build. She appreciated that Selerix was never inconvenienced by the tight timeline.

"You have this great technology, and with one demo I was sold. But having the technology support that goes with it is critical. There has never been a time when I haven't been able to get what I need from the support team at Selerix."

-HR Manager, Commonwealth Pain & Spine

The Result

The new platform rolled out to the organization in open enrollment, and was a great success. Employees at all levels found the system easy to use. The CEO and CFO offered congratulations and appreciation to the HR team for a job well done, especially given the circumstances and tight timelines.

The system integrated via API with Commonwealth's payroll/HRIS system, and according to the HR Manager, "The integration between those two systems is a beautiful thing. It functions really well. It's nice when you have a system that's malleable and talks to other systems."

Commonwealth took advantage of Selerix Engage, the workforce communications platform, which allows the organization to communicate with specific groups of employees on their terms – email, text, or mobile notifications. The HR Manager noted that not all employees have a company email address, and most don't go into the HRIS with any frequency. But with Engage, they can send a push notification for example, that doctors can tap between seeing patients, and they'll gladly do that. Commonwealth even uses it to communicate weather alerts to employees.

Finally, Commonwealth also utilized the Selerix ACA service. Noting her happiness with this Selerix service, the HR Manager said that the Selerix ACA team is like "An angel from heaven."

"Not only has it made our lives easier, in terms of user-friendliness and user experience for employees, but our CEO and CFO also loved the open enrollment experience."

-HR Manager, Commonwealth Pain & Spine

Get in touch