Working with Benefits Consultants for Efficient Data Implementation

When we ask benefit leaders what stops them from using a data platform, they often mention implementation. It's a big hurdle that usually takes them a lot of time and effort. In this case study, we'll showcase how Artemis Health worked side-by-side with a benefits consultant to take the heavy lifting from the client and ensure a smooth implementation process.

The typical Artemis client is implementing 10+ data feeds, including medical, Rx, HRIS, biometrics, wellness programs, dental/vision, 401k, and more.

We recommend a phased implementation, starting with the highest priority feeds, so benefits teams can start finding insights in their data sooner.

The Artemis implementation process starts with a kick-off to ensure all parties are on the same page. We met with the client and their benefits consultant to discuss which feeds were the highest priority:

- **Two medical carrier feeds**
- **One dental feed**
- **One pharmacy feed**
- **One biometrics vendor feed**
- **One vision feed**
- **Eligibility data**

This data variety provided a holistic view and allowed the consultant to look across multiple feeds for opportunities and answers.

The challenge.

Artemis works closely with the client's team, including their data sources, legal team, IT/Security teams, and consultant to minimize the time they have to spend on implementation. We think carefully before asking the client to join phone calls with data sources or intervene on our behalf. While no data implementation is ever "easy," we form a close working relationship with consultants and benefits vendors to resolve issues independently and be respectful of the client's time.

The action.

The biggest hurdle we faced was in the client's eligibility data. That data feed captured a "point in time," so it was tough to see historical data or change over time. We worked closely with the benefits consultant to resolve this within the eligibility data and give the client the flexibility they need to get the most out of their data.

Additionally, the Health Risk Assessment/Biometrics/Reward Incentive data source posed a challenge: they were new to producing consistent data feeds for enterprise clients. The Artemis data manager and the client's benefits consultant worked closely with the vendor to define best practices.

- **Creating a data file**
- **Structuring the data**
- **Defining key metrics**
- **Producing consistent, high-quality data**

These best practices have helped Artemis work with other vendors and data sources to ensure our clients and their consultants get reliable, useful data when they use the Artemis Platform.

The results.

Because we collaborated with the client's consultant and data vendors, we successfully resolved issues with minimal involvement from the client. The consultant played a key role in overcoming challenges and working with vendors to get useful, trustworthy data. The client received regular updates on the implementation process, but they didn't have to intervene to keep the project moving. Despite the hurdles, their data launched right on time, almost exactly 6 months from our implementation kickoff.

"We have gone through so many implementations with different vendors, and this is one of the smoothest ones. It was suspiciously smooth. When is the ball dropping? [Laughing], It can't be that smooth."

– Senior Benefits Leader, Artemis client