



Better benefits with automation

As a nonprofit that focuses on providing a positive aging experience for its greater Bay Area communities, the team at Covia was on a mission to help their employees spend more time and resources focused on their residents, not on manual, paper-based processes. Discover how partnering with ADP® helped them create efficiencies, save time and costs and help their staff focus more on what matters by using ADP Benefits.

The challenges of paper-based benefits

At Covia, benefits had always been a manual process. It's always been paper, paper, paper. The employee would fill out a form and give it to their local HR team who would then fax it to me, and I would have to print it and key the information into payroll for deductions. Then I would have to manually go to every vendor and enroll the employee in each plan that they selected — every medical plan, dental plan, vision plan, life insurance and everything else had to be done manually. It was very tedious and time consuming.

Saving time with ADP Benefits

Now that we've partnered with ADP, I am saving 230 hours a year using ADP Benefits and premium billing. Besides the fact that all the files get sent to the vendors electronically, all the enrollments happen directly within the ADP system instead of on paper. The employee can access it through self-service — they have their own enrollment wizard that they go through, and then the files generate and get sent to the vendors every week. The same thing happens during employee termination — it gets sent directly to the vendors and there's no opportunity for error on our end. It happens very quickly and helps us save costs. Previously, it was probably close to \$40–50,000 annually that was wasted or overspent on benefits that didn't get terminated in a timely manner.

Toni Eslick
HR Director



Quick facts

-  **Company:** Covia
-  **Headquarters:** Walnut Creek, California
-  **Industry:** Nonprofit
-  **Employees:** 1,200
-  **Product:** ADP Vantage HCM®

Learn more about Covia at
covia.org



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With the ADP premium billing service, they send all our payments to the vendors and we don't have to reconcile all those monthly bills, which we used to have to do by each location. For instance, if we got a Kaiser bill, we had to reconcile one for each 12 of our locations. Now that we don't have to do that anymore, it has been a huge time savings for us on all fronts.

Keeping compliant with automation

ADP is helping us stay compliant with all our benefits plans. The information comes directly from the vendor into the system through the file feeds and takes all the worry away because we can't miss it, like we could with paper.

For instance, if we walk an employee through the vendor website to elect the 403(b) plan, that file comes right over to us. It gets populated immediately for the next payroll, and it happens in a very smooth and timely manner. We don't have to worry about us missing something due to human error — it's been great for us and our employees.

Using self-service for benefits information

ADP Mobile is another thing that's been great because it puts everything right in the employees' hands — they can see all of their benefits plans right in the ADP mobile app. It takes a lot of worry off their minds because if it's a weekend or they can't get in touch with their HR department, they can log in and their information is right there. We've never offered the technology for them to have that info so easily accessible before. It's been amazing as far as I'm concerned, and I think our employees feel the same way.

Easier, more efficient open enrollment

Our open enrollment this year was easier and more efficient because we had the support of the ADP benefits team. Once we completed open enrollment, the files went directly to the vendors and it went very smoothly. On the first payroll of the year, everything was in and ready to go — we had no issues. And once it was complete, ADP sent our enrollment files with all the changes to our carriers. All of that happened without me having to figure out which employees made changes and then type them all in, which is what I used to have to do.

Tackling ACA with ADP

Using the ACA system within ADP is so much easier than when we were using paper and manually running the calculations. ADP has made it so simple — and I hate to use the word 'simple' because ACA isn't simple — but as far as figuring out which employees need to be offered benefits, the information is right there every month. The reports they give us are clear, it's easy to make any corrections or adjustments if necessary and then they're ready to go. Plus, I'm able to do it all in a day.

Also, when we did our 1095-C forms for last year, I was amazed. In other years, I spent weeks trying to figure out the forms, fixing them and editing data. But this year, with ADP, it was a piece of cake. I can't tell you how thrilled I was. I spent

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maybe two hours on them, and they were ready to go — it was awesome. With our previous ACA vendor, we did not have great visibility into the data, so we didn't have confidence in the information. With ADP, we have that great visibility into the data because it flows right from payroll into our ACA system and all the information is all in one place.

Peace of mind with ADP Benefits

Now that our benefits are automated through ADP, I can spend more time out at the communities with the employees to do things like teach them about their benefits or work with them on their pension plans, instead of spending it on manual processes just to get somebody enrolled or disenrolled from a plan. It's been great.

Plus, I can sleep at night — especially when it comes to 403(b) plan benefits and ACA compliance. It's been absolutely awesome, and has made my world much easier, without a doubt. I no longer have to worry about losing or forgetting anything — I know it's getting done. The employees enter their information, it gets fed right into the system and I don't have to worry about it.

A transformative partnership

Since we started using ADP, it has been a completely different atmosphere in our HR department. We can concentrate more effectively on more important things, like the employees themselves and providing more training and information to them, than dealing with paper all the time. It makes me feel great about Covia as we move forward and become more innovative.

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