

## FROM THE CEO

# Striving to be the best TPA in the business

by Ed Wolyniec, CEO

“Your feedback via our customer satisfaction survey and through your plan manager is vital to helping us focus on areas where we can improve.”

What an eventful year 2020 has been. At BeneSys, we have continued our efforts to deliver quality service to members and fulfill our commitments to our clients. For example, we recently asked all the Trustees on our client funds to complete a brief customer satisfaction survey; we'll share the results in an upcoming issue of *BeneSys Navigator*. Thank you to all of you who completed the survey.

Other recent quality-related actions we have taken include hiring a new chief information officer — Jeff Spires, who has a solid background in IT related to health care — and growing



our Compliance team with the addition of Jayson Welter as our compliance officer. Read more about Jeff and Jayson on page 2 of this issue.

Our desire to be the best TPA in the business drives

these and other service-oriented steps we take. Increasing functionality for members, improving automation for contributing employers, and of course continually enhancing cybersecurity and compliance will continue to be major investment areas for BeneSys. Your feedback via our customer satisfaction survey and through your plan manager is vital to helping us focus on areas where we can improve.

As 2020 draws to a close, we'd like to wish you and yours a safe and happy holiday season. Until next time, thanks for reading! •

## ABOUT BENESYS

**BeneSys has been providing Taft-Hartley trust fund administration and IT services since 1979.** Our dedicated specialists understand the nuances of Taft-Hartley benefit plans, and our software system, BenefitDriven, is designed to give our clients and their plan Participants the most efficient tools for self-administering trust fund accounts.

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# Changes to our team are an investment in yours

Two new hires and two internal promotions are helping the BeneSys team stay robust so that we can offer the best to our clients and their plan Participants. These recent changes have strengthened areas that are crucial in the TPA world: IT, compliance, systems implementation and client services, and financial services.

**CIO Jeff Spires:** Jeff Spires joined BeneSys as chief information officer in September. “Jeff brings a strong and varied background to us with significant experience in both IT infrastructure and software development,” says CEO Ed Wolyniec. “With technology at the heart of the services we provide to clients,



I am pleased that we have Jeff in the critical CIO position.”

With more than 25 years of experience, Jeff most recently served as director of software engineering for Ontario Systems in Muncie, Indiana, where he was responsible for leading the engineering in the development of SaaS solutions for the receivables management and payment processing industry. Prior to that, he spent 15 years at health benefits company Anthem Inc., designing, building and implementing enterprise technology platforms for the Centers for Medicare and Medicaid Services.

**Compliance Officer Jayson Welter:** Jayson Welter joined BeneSys as compliance officer in September. “Jayson brings a diverse background with an understanding of how compliance affects operations, gained from firsthand experience in plan administration,” says Matthew Morbello, chief compliance officer



and in-house counsel. “We feel fortunate that he’s stepping into this critical position.”

Jayson, a member of the State Bar of Michigan, brings nearly two decades of health plan administration and compliance experience to BeneSys. He previously served as business

administration officer for Employee Health Insurance Management in Southfield, Michigan, where he oversaw all third-party administration and consulted with clients on plan design, cost and compliance. Prior to that, Jayson was chief operating officer and general counsel for Consumers Mutual Insurance of Michigan in East Lansing, where he was responsible for licensing, audits, plan filings, compliance, accreditation, clinical operations and IT.

**VP Dayna Thorman, Systems Implementation and Client Services:** Dayna Thorman was recently promoted to vice president, Systems



Implementation and Client Services. Dayna has been with BeneSys for over 16 years in a variety of roles with steadily increasing responsibility, most recently as director of our Project Management

Office. Her new responsibilities include client quality assurance, production, client implementation, EDI support, claims processing, eligibility and member services.

**VP Jason Tomlinson, Financial Services:** Jason Tomlinson has moved up from director of Accounting and Contributions to vice president, Financial Services. His responsibilities include managing our National Fund Accounting team, East Contributions team and East Pension team. Since joining BeneSys



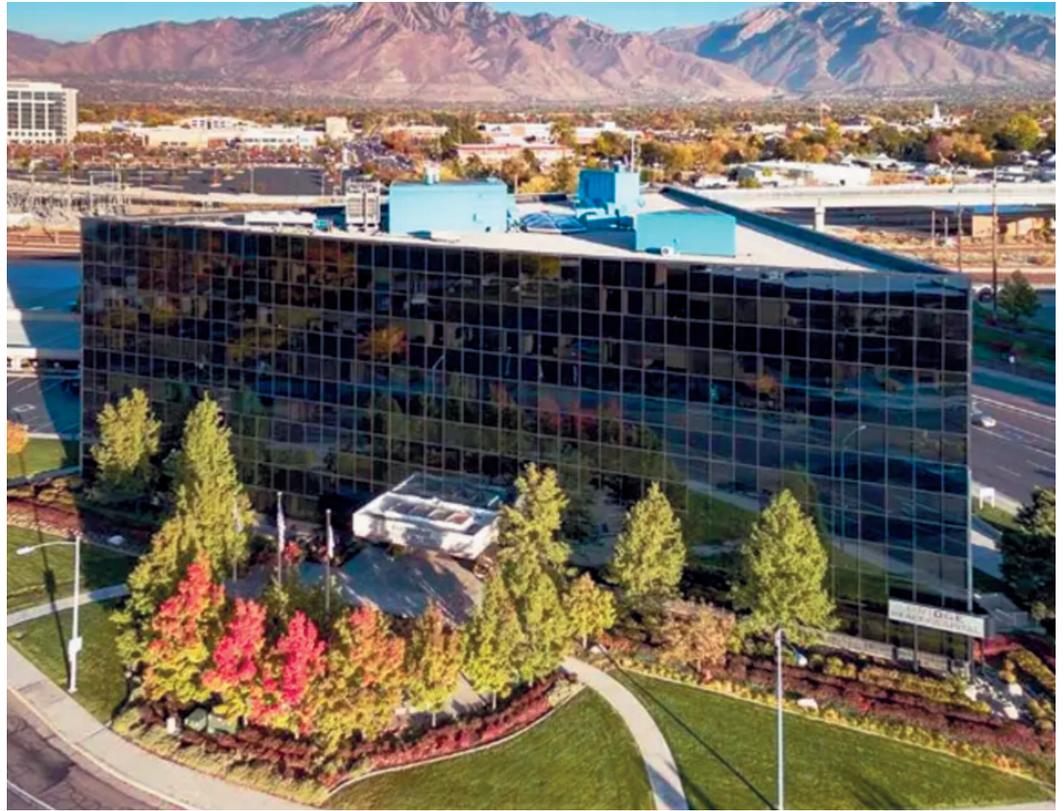
in 2009, Jason has focused on ensuring accuracy, timeliness and quality for our clients and their plan Participants. ●

TECH NEWS



**Need to send a mass email? We can handle that!**

BeneSys has added a helpful new service: sending mass emails to plan Participants. Mass emails are ideal for notifications about health fairs, union local events, newsletters and more. Emails can be customized and branded with logos, images and links. For more information about this new service, contact your plan manager.



## New office opens in Salt Lake City

**Our new benefit office** in the Salt Lake City area is open for business, giving plan Participants in the region access to walk-in services provided by six knowledgeable benefit specialists. “We currently have three clients in the region, so we are thrilled to expand our presence in the Mountain States,” says BeneSys President Bonnie Maraia. “We hope to double the number of staff in Salt Lake in the coming year, and we’re planning to host an open house next year too.” Located at 5295 S. Commerce Drive, Suite 220, in the city of Murray, the new office is in the Bridge Building, an iconic triangular structure with a glass facade, about 8 miles south of downtown Salt Lake City. •

