

## TECH NEWS

# Staying on top of IT and cybersecurity trends in the Taft-Hartley space

by Jason Wolan, CIO



Jason Wolan is chief information officer at BeneSys Inc.

Cybersecurity is becoming a bigger part of everyday conversations for Taft-Hartley plans — and not just for IT teams. As plans rely more on digital tools and outside service providers, there are simply more ways for things to go wrong. Regulators are also paying closer attention, which means cybersecurity is increasingly something trustees and administrators are expected to understand at a high level, even if they're not technical experts.

One of the biggest shifts right now is the role of artificial intelligence. AI is helping

organizations detect threats faster, but it's also being used by bad actors to create more convincing phishing emails and scams. In simple terms, it's getting harder to tell what's real and what isn't. That makes awareness and basic precautions — like verifying unusual requests — more important than ever.

Ransomware and phishing attacks are still the most common issues organizations face. These often start not with a sophisticated hack, but with something as simple as a deceptive email or a compromised password. It's a

reminder that people — not just systems — are a key part of cybersecurity.

Another area getting more attention is vendor risk. Taft-Hartley plans depend on administrators, payroll providers and other partners, and those relationships can introduce risk if cybersecurity practices aren't strong across the board. Taking a closer look at how vendors protect data is becoming a standard part of good plan oversight.

On the technology side, many organizations are moving toward more modern security approaches that focus on verifying access and monitoring activity continuously, rather than assuming anything inside the network is safe. While the details can get technical, the goal is straightforward: Reduce the chances of unauthorized access and catch issues early.

The bottom line is that cybersecurity isn't something that can be set once and forgotten. It's an ongoing effort that touches people, processes and technology. For Taft-Hartley plans, staying informed, asking the right questions and working with trusted partners can go a long way toward managing risk in a practical, balanced way. •



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# Online Forms: Modernizing the member experience

**Online Forms allow members to complete requests such as medical reimbursements, short-term disability claims and HIPAA authorizations in their own time, without the uncertainty or delays associated with printing and mailing paper forms.**

At BeneSys, we're always looking for ways to improve the experience for both our clients and their members. One of the most impactful tools we've introduced to support that goal is Online Forms – a simple but powerful enhancement that's transforming how member requests are submitted, processed and completed.

Online Forms allow members to submit common requests

electronically, anytime, from anywhere, eliminating the need for printing, mailing or manual paperwork. What was once a paper-based process dependent on the U.S. Postal Service can now be completed in minutes through a secure digital experience.

This shift is more than just a convenience: It represents a meaningful step forward in how benefit administration is delivered, with the member experience as a top priority. By offering an alternative to paper and manual intake, BeneSys is focused on providing the flexibility and responsiveness members expect in today's digital world, while still maintaining options for those who prefer traditional paper and mail methods.

For members, the Online Forms experience is straightforward and intuitive. Members can complete requests such as medical reimbursements, short-term disability claims and HIPAA authorizations in their own time, without the uncertainty or delays that often come with traditional processes. Built-in validations help ensure submissions are complete and accurate the first time, reducing back-and-forth communication and improving overall turnaround times. Just as importantly, Online Forms are designed with security in mind, incorporating added layers of protection to help

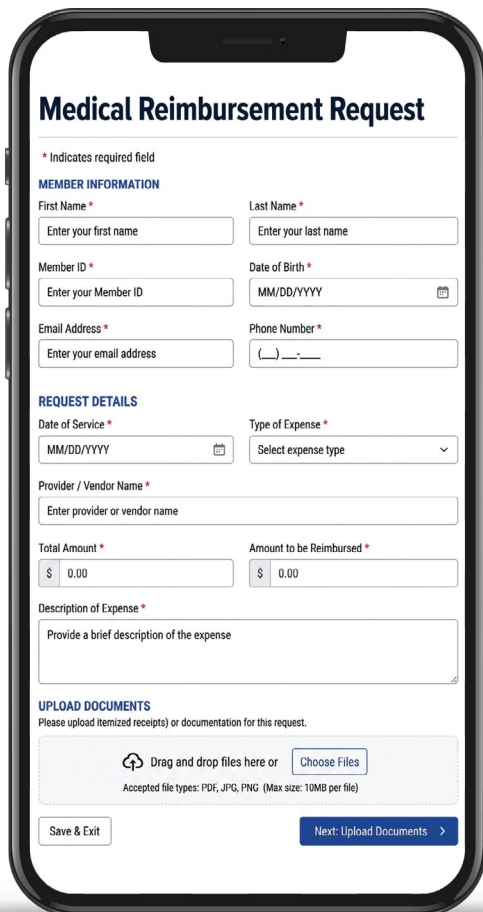
verify a member's identity and safeguard sensitive information throughout the submission process.

From an operational standpoint, Online Forms drive efficiency by routing submissions directly to the appropriate BeneSys team, eliminating manual handling and reducing processing delays. This allows our teams to spend less time on clerical tasks and more time focused on member support and issue resolution.

Clients who have adopted Online Forms are already seeing the benefits through faster processing, fewer incomplete submissions and a reduction in inbound inquiries related to form status. In addition, offering this more modern service model helps clients meet evolving member expectations while continuing to enhance the overall member experience.

In short, Online Forms are not just about replacing paper – they're about transforming how members interact with BeneSys. By digitizing everyday processes, we continue to deliver a faster, smarter and more connected experience for everyone involved.

If you would like more information about Online Forms or are interested in implementing them for your plan, please reach out to your plan manager for details. ●



# Completed SpyGlass migration brings claims improvements all around



**Dayna Thorman is chief operating officer at BeneSys Inc.**

by Dayna Thorman, COO

After four years of planning, execution and an extraordinary team effort, BeneSys is proud to announce the successful completion of our claims platform migration to SpyGlass, a best-in-class claims processing solution.

Over the course of this initiative, more than 85 clients were successfully transitioned to the SpyGlass platform, making this one of the most significant system transformations in BeneSys history. This milestone represents more than a technology upgrade. It is a strategic investment in the future of our operations, our clients and the plan Participants we serve.

We are already seeing meaningful impact:

- Claims auto-adjudication rates have increased to 83% and continue to improve, enhancing accuracy, strengthening quality, and accelerating turnaround times for both Participants and providers.
- The implementation of an enhanced Provider Portal enables providers to quickly access information and self-serve many common requests, improving the overall experience

while allowing our teams to remain focused on supporting members.

- Expanded reporting capabilities provide deeper insights and greater visibility into claims activity, empowering both our teams and our clients with more actionable data.

While the operational and technological advancements are significant, the true success of this initiative lies in the collaboration behind it. This multiyear effort required coordination across departments, extensive problem-solving and an unwavering commitment from teams across the organization. It reflects the dedication, expertise and resilience that define BeneSys.

Our focus now shifts to further enhancing the SpyGlass platform, including expanded pre- and post-payment audit capabilities, electronic EOB delivery, and additional innovations to improve the overall client and Participant experience.

SpyGlass provides a strong foundation for continued innovation. As we move forward, we remain focused on enhancing our capabilities, driving operational excellence, and delivering the high level of service our clients and their members expect. •

## 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.

### CORPORATE HEADQUARTERS

700 Tower Drive, Suite 300  
Troy, MI 48098-2808  
248-813-9800

### WEST COAST HEADQUARTERS

7180 Koll Center Parkway, Suite 200  
Pleasanton, CA 94566-3184  
925-398-7060

### BUSINESS DEVELOPMENT

**National Sales Director**  
Thomas Lally: 401-378-1299  
thomas.lally@benesys.com

### SaaS Sales

Blake Holderread: 217-801-8911  
bholderread@beaconspyglass.com

[www.BeneSys.com](http://www.BeneSys.com)

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# In it for the long haul

by Ed Wolyniec, CEO

“We have been in business for over 45 years, we have clients who have been with us for that long, and we have employees who have been with us for almost that long as well.”

One of the themes of working in the Taft-Hartley space is longevity. Clients make decisions about benefits, both retirement and health, with an eye toward the impact not just for the next year but for the next decade and longer. BeneSys understands the significance of longevity: We have been in business for over 45 years, we have clients who have been with us for that long, and we have employees who have been with us for almost that long as well. In this edition of the *Navigator*, we’re proud to recognize long-tenured employees who have helped build BeneSys into one of the best TPAs in the business (see story below).

Thanks for taking the time to give the *Navigator* a look! We appreciate the opportunity to be your partner. As always, feel free to let me know how we’re doing: Send feedback directly to me at [ed.wolyniec@benesys.com](mailto:ed.wolyniec@benesys.com).



## EMPLOYEE SPOTLIGHT

### Dedicated staffers have been at your service for decades

Join us in celebrating the career milestones of the following BeneSys employees. We’re proud of them and their longtime service to our clients and their members!

#### 25 years

- **Julie Gerspach**, claims customer service representative
- **Patrice Kish**, contributions supervisor
- **Sherri Schindler**, trust fund accountant
- **Kelly Urbach**, employer accounts/pension coordinator
- **Chuck Wytrychowski**, vice president/plan manager

#### 30 years

- **Laura Stack**, payroll/401(k) manager

#### Retirements

- **Annette English**, retiring July 3 after more than six years with the Plan Management Department
- **Cornelia Barbee**, retired May 21 after almost 20 years with the Eligibility Department
- **Bobbie Dombrowski**, retired May 29 after more than 24 years with the Contributions Department
- **Grant Lawrence**, retired June 1 after almost 40 years with the Programming Department
- **Art Hedger**, retired April 2 after more than 43 years with the Programming Department

