



Navia COBRA Administration fills service gaps

How Navia's people-first approach inspired trust, fostered collaboration, and delivered impactful results



navia | Case Study

Employer

Sector: Collegiate Education

Size: 26,000 employees

Locations: Texas

Benefit services: FSA, COBRA

45 days

seamless transition of
COBRA benefit in just 45
days

THE
TEXAS A&M
UNIVERSITY
SYSTEM

The Texas A&M University System, one of the largest higher education systems in the nation, faced challenges with their previous COBRA administration vendor. Inefficiencies and service gaps disrupted their operations and put unnecessary strain on their internal teams. Navia stepped in as a responsive, innovative partner, implementing a streamlined COBRA administration solution in record time. Together, Navia and Texas A&M System developed a dynamic partnership that not only resolved immediate operational challenges but also created a foundation for long-term growth.

This is the story of how Navia's people-first approach inspired trust, fostered collaboration, and delivered impactful results for the Texas A&M System community.

About The Texas A&M System

The Texas A&M University System is a distinguished leader in higher education, consisting of 11 universities, a Health Science Center, and eight state agencies. With an annual budget of \$7.2 billion, the Texas A&M System educates over 152,000 students and conducts more than \$1 billion in research each year, significantly contributing to Texas's economy. For the university system, providing a comprehensive and reliable benefits program isn't just a task; it's an essential part of supporting their students, employees, retirees, and their families.

Challenge: A Call for Change

01

Previous Vendor Issues

02

Increased
workloads

03

Poor participant
support

Texas A&M System's leadership knew they needed a change when they posted their Request for Proposal (RFP). Their prior COBRA administration vendor had fallen short, creating inefficiencies in participant support and escalating internal workloads for their benefits team.

"We needed more than just a vendor. We needed a partner capable of understanding our unique needs and working alongside us to solve problems,"

shared Sheri Meyer, Director, System Benefits Administration at the Texas A&M System. The A&M System chose Navia after the required RFP process, a trusted partner since 2018, when the system adopted Navia's FSA administration services. The decision to expand this relationship wasn't taken lightly. However, trust in long-time Navia Sales Director Jason Darnell, combined with the exceptional reputation of their account manager, Mara Lopez-Gama, made the choice clear.



Sheri Meyer

Director, System Benefits Administrator

Navia's approach went beyond simply providing services. They actively engaged with the A&M System team to understand their concerns and aspirations. "It wasn't just about fixing a broken system. It was about improving the lives of the people who count on us," said Jason Darnell.

COBRA Administration Solutions from Navia



Rapid
Implementation



Enhanced
Efficiency



Responsive
Support



Enhanced
Partnership

The implementation process, described by Texas A&M System executives as “nothing short of exceptional,” was led by Navia’s seasoned implementation team, including Ann Katterheinrich. The team prioritized a seamless transition, completing what would have been a daunting process in just 45 days. While issues arose during the transition, including data transfer challenges with the A&M System’s Workday platform, Navia’s team remained steadfast.

"Anytime we hit a roadblock, Navia found a way through," said Sheri. "When Workday's system caused gaps, they didn't wait for a solution to appear. They worked manually to ensure nothing was missed. That dedication sets them apart."

The scale of the achievement cannot be overstated. By completing the fastest COBRA transition in their history, Navia proved not only their technical expertise but also their willingness to go above and beyond for their partners.



The effects of this partnership resonated deeply within the Texas A&M System.

Previous employees who had struggled to access support remarked on the noticeable change. One long-time former staff member shared,

"After the switch to Navia, everything just worked. I didn't have to worry about my healthcare coverage knowing my benefits were finally being handled with care."

Results speak for themselves

For Sheri and her team, Navia's "White Glove" service didn't just make their jobs easier; it made their work more meaningful. "Having an engaged partner like Navia meant I could focus more on supporting our employees instead of constantly troubleshooting administrative issues," Sheri shared.

The relationship between the two organizations grew stronger as trust deepened. Jessica Palacios, Associate Director, System Benefits Administration at the Texas A&M System, described it best, saying, "Navia became more than a vendor to us. They became an extension of our team."



Jessica Palacios
Assistant Director, System
Benefits Administrator

The partnership between Navia and the Texas A&M System achieved remarkable results, including:

- **Rapid Implementation:** Navia executed the fastest COBRA transition in their history, completing the entire process in under two months.
- **Enhanced Efficiency:** By integrating workflows with the A&M System's HRIS system, Navia eliminated manual processing errors and significantly reduced internal workloads.
- **Responsive Support:** Navia delivered customized, "White Glove" service, addressing challenges with precision and speed.

Unexpected benefits included a stronger working relationship between Navia and the A&M System, paving the way for future projects and a renewed multi-year contract.

A Vision for the Future

This partnership isn't just about solving problems; it's about building a shared vision for what's possible. Both Navia and the Texas A&M System are focused on innovation and continuous improvement. With Navia as a trusted partner, the A&M System is poised to keep evolving, enhancing administrative processes, and empowering employees at every step.

"For us, it's not just about what Navia accomplished but how they did it—with integrity, care, and expertise," shared Jessica.

"We're proud to call them our partner."



Ready to boost your benefits experience?

Request a quote from Navia anytime and we will respond promptly with the help you need! **[Request a Quote here.](#)**

