InvoiceCloud® | TechAlliances PREMIER

Case Study

How HEMIC Left Paper Checks Behind

Leveraging the InvoiceCloud Guidewire Marketplace Extension

ABOUT HAWAII EMPLOYERS' MUTUAL INSURANCE COMPANY

Hawaii Employers' Mutual Insurance Company (HEMIC) is a single-line workers' compensation carrier across Hawai'i, with a second line focused on temporary disability. Many of HEMIC's policyholders are small businesses, where the person managing premium payments is often the same person juggling payroll and every other back-office task.

THE CHALLENGE

Before modernizing, HEMIC relied almost entirely on manual, paper-based payment processing: paper checks routed through a lockbox, plus a traditional electronic transfer arrangement with its local bank. The carrier had never offered credit card payments at all. Key pain points included:

- No credit card acceptance, despite growing employer demand for payment choice. Plus, adding credit card payments would mean absorbing card processing fees — a snowballing cost that would become unsustainable
- Manual check and lockbox processing that slowed down payments
- Limited visibility into how policyholders were actually paying or engaging
- Complex payment scenarios unique to workers' comp, like premium audits, employee-count fluctuations, and pay-as-you-go arrangements

For a mutual with a significant small business policyholder base, the priority was speed and flexibility for employers, so they could get payments credited faster, without forcing a disruptive rollout.

"InvoiceCloud has been an excellent partner in supporting HEMIC's digital transformation initiatives. Their solution, combined with a highly engaged customer success team, has helped us increase digital adoption and deliver a better payment experience for our policyholders."

HEMIC FAMILY OF COMPANIES HIMI | EPIC | FOUNDATION

Leila Kagawa
VP, Enterprise Strategy & Transformation

Since going live with InvoiceCloud, HEMIC has seen:

61% digital payment adoption

439% increase in AutoPay enrollment

72% increase in paperless adoption

THE SOLUTION

Instead of piecing together a point solution and a custom build, HEMIC selected InvoiceCloud, a Guidewire PartnerConnect Premier tier technology partner with a pre-built integration already live on the Guidewire Marketplace. For HEMIC, that meant skipping the blank slate and building on an established foundation from day one.

A phased rollout, built on shared knowledge

- Rather than a "big bang" rollout, InvoiceCloud's flexibility let HEMIC sequence inbound payments first, deferring outbound disbursements to a later phase
- When HEMIC hit unique API configuration questions, InvoiceCloud's technical team brought in a dedicated Guidewire resource to work through them directly
- HEMIC also tapped a peer network of other workers' comp mutuals who had completed similar Guidewire integrations

Matching payment rules to how workers' comp actually works

- Regular premium payments were set up for AutoPay
- Audit payments, which are often larger, less predictable amounts tied to employee-count changes, kept policyholder choice intact rather than forcing automation
- Existing pay-as-you-go customers, already accustomed to automatic bank draws, continued undisturbed by the rollout
- Adding the pay-by-text option expanded how employers could complete a payment

Backing credit card adoption with proactive communication

- To prevent HEMIC from absorbing unsustainable credit card processing fees after introducing credit cards as a payment option, InvoiceCloud helped them create a convenience fee model for policyholders
- HEMIC then worked with InvoiceCloud's team on marketing materials and communications for their policyholders ahead of launch to specifically address any concern about new credit card convenience fees
- Emails and website updates set expectations clearly before go-live, so employers weren't surprised by the fee

THE RESULTS

After going live in 2025, InvoiceCloud helped HEMIC achieve:

- Several million dollars in premium payments collected electronically within the first week of go-live
- 60% of policyholders using the platform to make payments within 3 months of go-live
- Visibility into how payments start: from reminder email click-throughs, pay-by-text usage, and other channel-level data HEMIC didn't have before
- Reduced manual check and lockbox handling for HEMIC's internal team, freeing up staff time previously spent processing paper

HEMIC's story is a reminder that no carrier has to modernize alone — a Guidewire Marketplace partnership, a dedicated technical team, and a network of peer mutuals turned a manual payment process into a digital one without disruption. HEMIC and InvoiceCloud are already building toward what's ahead, with digital disbursements as the partnership's next chapter.

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