

How OneSource Virtual Acts as an Extension of AnewHealth's Payroll Team

The challenge

With 1,400 employees spread across multiple geographies and a complex pharmacy/healthcare structure, AnewHealth's payroll operations require precision, compliance expertise, and consistent execution.

As a lean payroll team, AnewHealth needed a partner who could provide operational support and act as a safety net during busy periods or emergencies. They were looking for more than a vendor — they needed an extension of their team.

An extension of the team, not just a vendor

"It feels great knowing that I have the OneSource Virtual team with me," says LaToya Briscoe, Payroll Manager at AnewHealth. "It gives an extension to my team where if I get something wrong there's a second eye, also knowing that if I have any type of emergency there's someone that I know I can rely on."

For a small payroll team, OneSource Virtual (OSV) provides the redundancy and backup care needed to ensure payroll runs smoothly. LaToya can hand off tasks when her desk gets inundated, knowing there's a second set of eyes reviewing her work and that tasks are being completed accurately and on time.

"I love this like a secondhand teammate."



Overview



AnewHealth serves more than 100,000 people nationwide with a comprehensive portfolio of solutions. Their offerings include full-risk pharmacy/care management provider services, benefit management, and specialized programs to support all-inclusive care for the elderly populations.

Headquarters
Washington

Industry
Healthcare/pharmacy care management

Employees
1,400

OSV customer since
2021

Proactive compliance support

OSV stays connected to Workday and monitors regulatory changes, giving AnewHealth a heads-up about new requirements like provisions within the Big Beautiful Bill Act. When something might slip through the cracks, OSV catches it and brings it to LaToya's attention.

For a lean team, this level of oversight is invaluable. Instead of spending hours researching tax changes or navigating government websites, LaToya has the comfort of knowing that OSV is already tracking compliance updates and has the expertise to interpret what they mean for AnewHealth.

A direct connect that saves hours

Anyone who's tried to reach a government agency knows the frustration of long hold times and confusing phone trees.

With OSV, LaToya has access to real payroll specialists that know the ins and outs of federal, state, and local tax laws and regulations.

"Trying to contact [someone] at the state and federal level is not easy at all. You're on hold for probably three hours, if not longer, your whole workday. So being able to have that direct connect is awesome."



Organic advocacy

When LaToya connects with other payroll professionals, OSV naturally comes up in conversation for her.

"Because I love OneSource Virtual and I have [had] a great experience so far, one of the first things I ask if, 'What does your payroll team look like? Do you guys use OneSource Virtual?' And [if] they're like, 'No, what is OneSource Virtual?' I tell them it's an extension to your team that you need."

She's even discovered that one of her former employers, Lifestyle Communities, are already using OSV since her departure and benefitting from the partnership.

Making the case to leadership

LaToya knows how to position OSV to her leadership: start with the pain points and the bottom line.

"When you're trying to sell the leadership to bring on a new product, of course, always had to do with budget. So, asking those questions — when's the last time you had a new payroll implementation? What are your needs? Where are we lacking? What are the weaknesses? — and then being able to talk about OneSource Virtual, how they can provide that service and more efficiencies for the company."



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- LaToya Briscoe, Payroll Manager at AnewHealth

Why does this matter for small teams?

"OneSource Virtual is great. A lot of people may not know about it, and I hope that more people get to learn about it because it's very beneficial to your organization, especially these companies that are smaller and they have one- or two-man payroll teams. The extension from OneSource Virtual can help with efficiencies and give effective time off. So, people aren't working more than eight hours a day. It's very helpful, especially in emergency situations, and just in general."

