

# Benefits Modernization and Technology

Presented by:

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Enrollment Solutions & Technology, Inc.



**beneCHOICE**  
resources for **human** resources

# The evolution of Human Resources



# What is Employee Benefits Administration?

➔ Determine benefits to be offered

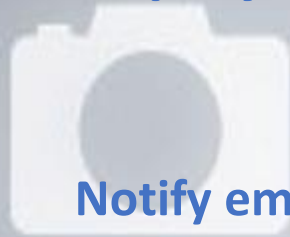
➔ Finalize plan design(s)

➔ Review employment levels

➔ Review employee classes, union, etc.

➔ Finalize eligibility rules

# What is Employee Benefits Administration?



Notify employees



Enroll employees



Manage benefits



Notify your carriers and vendors



Handle qualifying life events throughout the year



***What are some of the most common and important considerations?***

**Ability to  
'connect'**

**Cybersecurity**

**Ability to  
adapt**

**Rules based set-  
up of benefits**

**Worksite  
carrier  
flexibility**

**Seamlessly  
automated**

**Employee  
support  
features**

# Payroll Integration – Don't overlook this!

*Be sure the system you choose can 'talk' with your payroll system. Why?*



Enhanced  
efficiency

Accuracy

Reporting

***Decision or recommendation support features?***

**Engaging videos**

**Intuitive linking**

**Cost projection calculator**

**Mobile enabled**

**Integrated utilization data**

# Worksite or nontraditional benefits

- ✓ Medical gap plans
- ✓ Critical Illness and/or Cancer
- ✓ Disability
- ✓ Permanent life insurance
- ✓ Legal and ID theft protection
- ✓ Pet insurance
- ✓ And a whole list of others are emerging

Worksite used to be a separate election process. Today these products are incorporated within a benefits package to help with the increased financial exposure for employees due to higher out-of-pocket costs.



# Employee self-service capability

- ✓ Annual open enrollment
- ✓ New hire benefit onboarding
- ✓ Qualifying life events
- ✓ Retain multiple transactions
- ✓ Rules based access
- ✓ Pend transactions
- ✓ Access plan grids
- ✓ Update personal data

Employees are buying everything from cars to homes online today. They full expect to be able to access their benefits online as well.



# **In short, your benefits management platform should be:**



**Equipped to handle high volumes of transactions in a short time frame (OE)**



**Able to accommodate the needs and structure of multiple insurance carriers**



**Provide employees with the ability to not only self-enroll at OE, but also check coverages throughout your plan year.**

## What are the primary drivers for employer shopping for a benefits administration platform?

**61.4%** - *Ease of use (up from 38% in 2016)*

**51.5%** - *Empowering employees (up from 24.4% in 2016)*

**49.0%** - *Employee user experience*

**37.0%** - *Integrated with HR functions*

**24.0%** - *Cost (down from 64.4% in 2016)*

## What are the primary drivers for employer shopping for a ben admin platform?

**83.2%** - *Employers who feel communication, education and engagement are integral*

**88.8%** - *Felt cost calculations, comparison tools, and decision support tools are effective.*

**58.0%** - *Outsource employee eligibility and enrollment processes (up from 36% in 2016)*

## How confident are employers currently utilizing a benefits administration system in their current system?

**45.5%** - *Likely to remain with current system*

**29.5%** - *Unsure if they'll stay with their current system*

**25.0%** - *Will request bids from other platforms*

# HR Technology and Tools

## HRIS

(Human Resource Information System)

- Recruiting / application tracking system
- Absence management
- Compensation management
- Training and development

## HCM

(Human Capital Management)

- HRIS components plus
- Onboarding new hires
- Performance and goal management
- Succession planning

## HRMS

(Human Resource Management System)

- HRIS and HCM plus
- Payroll
- Time & labor

# What are other drivers you need to consider when shopping for a benefit administration system?

## To bundle or not to bundle?

- All-In-One benefit provider
- Payroll vendor partnerships
- Insurance carrier licenses
- Stand-alone, module approach

## How to fund technology?

- Broker/Consultant
- Insurance carrier
- Worksite carrier
- Cash

# DID YOU KNOW?

*Only 47% of companies use technology to handle open enrollment*

*Over 50% of employers surveyed lack the technology to carry out any function other than payroll*

# Why does HR need benefits technology?

## EMPLOYER PAIN POINTS:

- Paper processing
- Maintaining eligibility manually
- Keeping payroll up to date
- Entering info in multiple portals
- New hire paperwork
- Dependent verification
- Reconciling invoices
- ACA compliance

## BEN ADMIN SOLUTIONS:

- Paperless
- Rules built into the system
- Sync with payroll for accurate and timely data
- Enter information once and fee to all
- Notify new hires electronically when eligible
- Overage dependents automatically identified
- Increase accuracy / decrease administration
- Assists with healthcare reform compliance



# What are capabilities to look for in a ben admin system?

- **Enrollment capabilities**
- **Track and maintain history**
- **Beneficiary designations**
- **Employee cost calculator**
- **Collect and track EOI data**
- **House videos**
- **House and maintain employee documents**
- **Dependent verification**

# What are some features to look for in a ben admin system?

## Open enrollment tools

- Dashboard
- Logistic tools
- Daily activity reports
- Benefit dependency rules

## Employee open enrollment tools

- Easy to use and intuitive
- Step-by-step through each benefit
- Spouse eligibility questions
- Dependent verification documents
- Comparison tools and recommendation features
- Mobile friendly

## Virtual Employee Filing Cabinet

- Employee benefit confirmation forms, year after year
- Affidavits – such as tobacco, spouse eligibility, dependent verification

## Digital library

- House videos
- House your benefit grids, employee handbook/policy book

# What are some features to look for in a ben admin system?

## Reporting capabilities

- Report templates
- Ad hoc reporting
- Custom reporting

## Compliance capabilities

- ACA
- COBRA
- FMLA

## Communication tools

- Contact employees automatically
- Include videos
- Include links
- Chat feature for employees to connect directly with HR

# What to ask regarding a technology vender?

How long have they been providing ben admin technology?

How many site builders do they have?

How experienced are their site builders?

Are they based in the US?

Do they understand insurance benefits?

Does their software support rules-based multi-layered configurations?

What is their implementation timeline?

Who builds the system – the vendor or your HR department?

How is the information delivered from you to the builder?

Who owns the data?

What type of data security is in place?

Can they connect to HRIS or other systems, or only a few?

# Affordability of technology

**What are the implementation costs**

**Are you charged additionally for each carrier/vendor connection?**

**Are you charged monthly PEPMs?**

**How are PEPMs calculated?**

**Will your vendors charge you to connect?**

**Are you charged to connect to payroll?**

**Do PEPMs go up if connected to carriers or vendors?**

# Training and on-going support

**How are you trained to use the system?**

**Is there on-going daily support?**

**Are you charged for support?**

**Who trains new HR members?**

**What's available to help employees?**

# Year Round Engagement

Benefits are only an asset if your employees understand them. A customized benefits communication and education plan is a must!



EMAILS



DIGITAL  
POSTCARDS



BENEFIT ADMIN SYSTEM  
WITH MOBILE APP



DIGITAL BENEFIT  
BOOKLETS



GROUP  
MEETINGS



ONLY A **THIRD**  
**OF EMPLOYEES**  
UNDERSTAND THEIR  
BENEFITS VERY WELL

# About BeneChoice



Elsie Fairchild, CEO

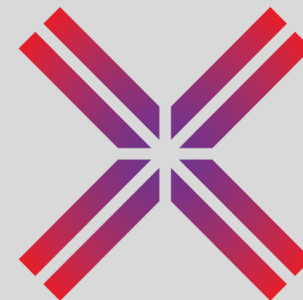


Nash Skiles, President

Built on passion  
and excellence

BeneChoice Enrollment Solutions & Technology, Inc. (BEST) was founded in 2014 by Elsie Fairchild and Nash Skiles. With, collectively, over 40 years' experience in providing benefits technology, the BeneChoice team possesses extensive knowledge in benefits administration, employee benefits communication, education and core enrollment processes.

2021 PACAH



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