

INTRODUCING THE...

BENEFITS INNOVATION SCALE



When you replace administrative burden with automation and insights, innovation can happen.

The first step, however, is understanding where your benefits program currently stands. That's where the Benefits Innovation Scale comes in. Where you fall today on the scale depends on the extent to which your technology solutions and vendor relationships enable you to optimize your benefits strategy.

Level 1: Stagnant Score = 1-7	Level 2: Complicated Score = 8-12	Level 3: Practical Score = 13-17	Level 4: Innovative Score = 18+
Degree of Automation and Integrations			
I spend most of my time manually entering benefits data. 1	Some benefit tasks are automated, but I spend a lot of time manually reconciling data across systems. 2	Implementing new benefits requires building new data integrations each time. 3	Established data integrations enable faster implementation of new benefits and efficient administration. 4
Amount of Engagement and Communication			
I always do a passive open enrollment because employees forget to enroll. 1	Open enrollment is a burden for employees because the system is confusing. 2	Most employees actively participate in open enrollment, but I spend a lot of time answering questions. 3	My benefits platform makes it easy to engage employees during OE and all year long. 4
Level of Service and Support			
We sometimes recruit other HR team members to help with benefits enrollment and administration. 1	I rely heavily on my internal IT team for technical support related to benefits enrollment. 2	My benefits technology vendor has a technical support team, but it takes a long time for issues to be resolved. 3	My benefits technology vendor provides a dedicated team for technical support as well as strategy guidance. 4
Degree of Outsourcing			
I don't work with any outside vendors other than my carriers to support administration or employee engagement. 1	Certain administrative tasks like COBRA are outsourced to various third parties. 2	Compliance administration is fully outsourced, but our team handles employee support in house. 3	My benefits technology vendor provides end-to-end services for compliance, billing and employee support. 4
Use of Reporting and Data Insight			
I have very limited visibility into plan performance and costs. I adjust premiums to stay on budget. 1	I review plan costs with my broker once a year to evaluate plan design changes that fit my budget. 2	I know our benefits are competitive, but I don't know what the impact is on improving employee health. 3	I have full visibility into plan costs and can measure the ROI of the different programs we have in place. 4
Total =	Total =	Total =	Total =
CUMULATIVE TOTAL =			

How to Use the Scale

1. Determine where you are on the scale by selecting the statement in each row of the chart that best describes your current strategy.
2. Then, add the numbers for each column to calculate your final score.

Assess Your Results

Find out what your score means and next steps to upgrade your benefits strategy.

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