

Extend employee support and increase efficiency at the same time.



There's no substitute for the human touch. But few organizations have the capacity to provide one-on-one benefits support for their entire workforce, especially during the hectic open enrollment season. Your employees are going to have questions. You can make sure they always get answers, without compromising efficiency.

The Benefitfocus Contact Center provides a scalable solution to help ensure that every employee gets more out of the benefits you offer. Complementing Benefitplace™, the Contact Center provides access to a team of highly trained Benefitfocus associates available via phone, email or live chat to answer employee questions and provide consistent, accurate information about their benefits.

“

The Benefitfocus Contact Center is one of the best investments we've made.



It feels like we've doubled our staff and have taken a huge burden off our team.”

Lead Benefit Analyst, QBE Insurance

Benefitfocus® Contact Center

A Seamless Extension of Your Team

Contact Center associates are highly trained on benefits and empowered with smart technology. In that crucial moment when your employees have questions, our team is there to provide answers with accuracy and empathy—so it's as if they're talking to you!



Engage. Assist. Maintain.

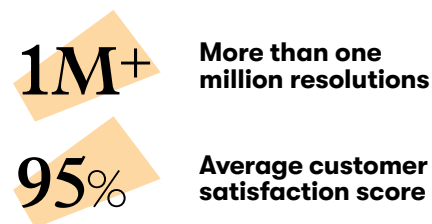
Rest easy knowing your employees can get the support they need to feel confident in their benefit decisions. Through phone, email and live chat - plus 24/7 virtual assistant - the Benefitfocus Contact Center can provide:

- New hire, life event and OE support
- Benefits-related materials explained
- Interpretive language services
- Telephonic enrollment

Scale, Flexibility & Performance

The Benefitfocus Contact Center is built to deliver timely and quality assistance. We strategically scale our teams throughout the year so that, even during the height of open enrollment season, every employee gets the attention they deserve.

The result? More than one million resolutions during the last fall open enrollment period, with an average employee satisfaction score of 95 percent.



Administrative Support

Looking to take additional work off your plate? The Contact Center can also perform a range of administrative tasks for you, including:

- Evidence of insurability (EOI) processing
- Eligibility appeals management
- Fulfillment services*
- Dependent eligibility verification*
- QMCSO qualification and administration*

*Available a la carte. Additional fees apply.

Learn more about how the Benefitfocus Contact Center can help you extend employee support without compromising your team's efficiency.

Contact your Benefitfocus representative today!