

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

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The Benefits Service Center is one of the best investments we've made. They truly understand our culture and how we would respond to employees.

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

Lead Benefit Analyst, QBE Insurance

Benefitplace™ Benefits Service Center

A Seamless Extension of Your Team

Benefits Service Center associates are trained to know the intricacies of your benefits program and the unique culture of your organization. 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.

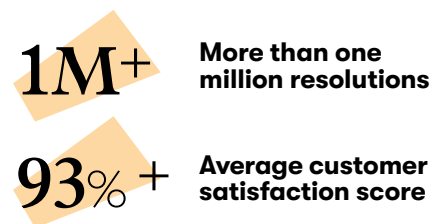
Rest easy knowing your employees can get the support they need to feel confident in their benefit decisions. Through phone, email and live chat, the Benefits Service Center can provide:

- Explanation of benefits-related materials
- Qualifying life event guidance
- Evidence of insurability (EOI) processing
- Navigational assistance and password resets
- Telephonic enrollment
- And more!

Scale, Flexibility & Performance

The Benefits Service 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 customer satisfaction score of over 93 percent.



More Than a Contact Center

Looking to take additional work off your plate? The Benefits Service 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.

Contact sales@benefitfocus.com

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