

Direct Billing Services



Prevent premium loss with **simplicity and convenience.**

When employees go out on leave and need to pay for their benefits outside of payroll, things can get complicated. This is especially true once employees return to work. The hassle of collecting these direct-bill premiums leaves both administrators and participants frustrated.

But what if it wasn't such a hassle?

Benefitfocus' Direct Billing Services offer a simple, convenient way for your employees on leave, as well as retirees, to make their regular premium payments. We'll invoice and notify participants according to your business rules, collect payment and remit on your behalf

—without the need for manual intervention and providing an experience that is easy and non-intrusive for participants.

Tightly integrated with the Benefitplace enrollment system, backed by a team of experts, and complemented with fulfillment and reporting, our Direct Billing Services make times of transition easier on both your benefits team and your employees. Save time and effort, prevent premium loss, and help make sure your people maintain the coverage they need.

Integrated, Automated & Flexible

- Process instantly triggered from enrollment
- Automatic notifications and invoicing
- Flexible support for complex requirements
- Embedded quality checks for data accuracy

Smooth & Simple Participant Experience

- Intuitive payment process
- Easy-to-understand invoice
- 24/7/365 customer care
- Track and manage payments

Closed-Loop Process

Prevent premium loss by automatically reconciling outstanding direct bill payments with payroll deductions once participants return to active status.



Supported by Industry Experts

Our team of benefit professionals is seasoned in the intricacies of direct billing, ready to provide you with expert account support and technology oversight.

Ready to learn more? Contact your Benefitfocus representative today!