



OneDigital Health and Benefits

PlanSource Elite Broker

How We Work



OneDigital combines the experience of local market advisors with sophisticated technology and resources of a respected national firm to provide a powerful approach to employee benefits. Advisors work closely with employers to devise creative strategic solutions for their long-term risk management and benefits needs and challenges.



OneDigital selected PlanSource – an industry leader in benefits administration – as its technology partner. Nearly 10,000 employers and 3.5 million consumers use PlanSource for benefits shopping, enrollment, billing, compliance and administration. OneDigital has been trained and certified to implement and support its clients on the PlanSource system.



PlanSource’s Elite Partner program is designed to maintain a strong business relationship with the top insurance brokers in the country, leading to direct pricing and service advantages for those brokers’ clients. PlanSource is dedicated to creating a better benefits experience.

An Investment in PlanSource Delivers Benefits



Automate Processes



Engage Employees



Maintain Control



Ensure Compliance



Keep Accurate

What Makes PlanSource the Best?



Flexible System

That supports multiple employee populations and complex business rules



Strong Partnerships

With carriers that provide financial credits making PlanSource an affordable choice



Proven Technology

That provides a compliant and secure solution that scales for small and large employers

PlanSource Offers the Best Experience For



Benefits Shopping



Enrollment



Billing



Compliance



Administration

A Mobile-Friendly Employee Experience



People-Friendly Experience



Tailor-Made Recommendations

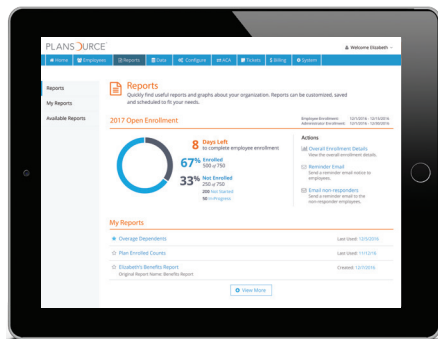


Shopping Cart and Checkout



Educational Videos and Content

Sophisticated Benefits Administration and Automation



Eligibility Management



Open Enrollment and Life Events



Employee Communications



Cost Calculations



Flexible Reporting



Data Exchange with Carriers

How We Partner: Professional Services



Dependent Verification

Dependent verifications are a best practice in employee benefits. PlanSource will manage this process from start to finish, from employee communications to document review and approval. The monetary savings can be significant, with 6% of covered dependents typically deemed ineligible for continued coverage.



COBRA Administration

PlanSource can handle the full cycle of COBRA administrative responsibilities for you. This includes creating and sending initial and qualifying events notices, auditing participants for accuracy, and assuming full premium collection, monthly remittance, eligibility management and issue resolution with carriers on your behalf.



Benefit Account Administration

PlanSource offers fully managed tax-advantaged benefits accounts, including Health Saving Accounts (HSAs), Flexible Spending Account (FSAs) and Health Reimbursement Accounts (HRAs). Your employees can review their accounts and reimbursements online, and can reach out to the PlanSource contact center for assistance at any time.



Custom Video

Communications being lost in a crowd? With video, your content comes alive. PlanSource's video production team will create videos customized to your brand, culture and benefits. We primarily use animated video and professional voice over to ensure your employees are both entertained and informed.



Employee Contact Center

The PlanSource Contact Center gives your employees access to a team of experts standing by to help with benefits-related questions. Our team is a group of highly-trained and responsive professionals located right in the U.S. who guide your employees through the enrollment process, answer hard benefits questions, assist with life events, and more!

Locations

Ada, Michigan
Las Vegas, Nevada
Salt Lake City, Utah

- 100% of inbound and outbound calls are recorded
- Translation services offered for 180+ languages
- Licensed and Spanish-speaking agents available





Hours

8 AM to 11 PM ET
Monday - Friday

How We Help

- Password and login assistance
- Technical support
- Benefits education and guidance
- Phone-based enrollment
- Employee advocacy and claims triage

How Employees Get in Touch

-  By email
-  By phone
-  By chat
-  By appointment