PLANSOURCE SALES GUIDE

TOP PLANSOURCE DIFFERENTIATORS

Deep Expertise In Benefits Technology, with a Suite of Complimentary Services

Sophisitcated Technology for Comprehensive Benefit Programs

Intuitive and Mobile-Friendly Experience for Employees and HR Teams

Modern Integrations with Leading Insurance Carriers and HCM Systems

TOP 5 BENEFITS PAIN POINTS

Managing Cost

Description

Benefits programs are expensive. HR teams can incentivize behaviors that lower the cost of providing insurance, but they need technology to manage, deliver and administer these programs.

Discovery Questions

How is your benefits strategy and approach evolving (e.g., are you considering moving to a defined contribution model in the future)?

Are you using spousal surcharges, tobacco surcharges or wellness incentives?

PlanSource Value

- Defined Contribution
- Flexible Cost Calculations
- Ongoing Dependent Audits
- Document Management
- DependentIQ – Instant Dependent Eligibility Verification

Do you require documentation to cover dependents, and how are you managing the review and approval process?

How confidant are you that the dependents on your plans are truly eligible? (Consider an audit)

Lack of Automation

Description

Complexity of benefits programs continues to increase, particularly for life and voluntary benefits. Most ben admin systems don't have the configuration flexibility or the ability to automate common tasks/jobs, which requires HR teams to take on manual work, manage some benefits on paper, and/or limit the benefits offered.

Discovery Questions

What is unique about your company and your benefits package?

How many different eligibility groups/classifications do you have?

Describe your last open enrollment experience.

PlanSource Value

- Workforce Populations
- EOI Processing
- Work Status Processing
- Coverage Calculations
- Dependency Rules

What capabilities are missing from your current systems?

What parts of your processes are still manual?

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Keeping Systems / Data In Sync

Description

Benefits integration is a big challenge for HR teams and benefits providers. When benefits data is not accurate and synced up with all the carriers, that means that employees can't get the care they need, are waiting at the pharmacy for a prescription, etc.

Discovery Questions

How confident are you in your current integrations with carriers?

How often do you have data discrepancies and urgent coverage situations with your insurance carriers?

PlanSource Value

- Singular Focus on Benefits Administration
- Expertise and Modern Integrations with Leading Carriers
- Preferred Integrations with leading HCM providers such as Paycor and UKG (Ultimate Software and Kronos)

Are you able to automate your employee premium contribution calculations?

How often do you have errors or manual adjustments to paycheck deductions for benefits?

Uneducated / Disengaged Employees

Description

Benefits are complex, so it's no surprise that employees often enroll in benefits that may not be the best choice for their families. Employees often over-insure themselves when they aren't educated, which increases cost (for the employee AND the employer).

Discovery Questions

How would you rate your employees' understanding of their benefit options?

What tools do you use to educate and/or communicate with your employees (i.e., videos, text messaging, etc.)?

PlanSource Value

- Modern, Mobile-Friendly Employee Experience
- Library of Educational Videos
- Plan and Coverage Recommendations
- Contact Center for Guided Enrollment
- Automated Communications and Reminders
- DecisionIQ – AI-Powered Decisions Engine

How would you rate your employee benefits communications?

Have you asked your employees how they want to be communicated with?

How do you communicate with the spouses of your employees?

Inaccurate Bills / Reconciling Bills

Description

HR teams spend a lot of time trying to reconcile carrier bills, and still have low confidence that their bills are correct. Over-paying carriers is a big problem. It's fairly common that organizations are paying for people who should no longer be covered (e.g., people who left the company months ago).

Discovery Questions

Do you have benefits that are self-billed? Describe the process for generating and paying those bills each month.

How confidant are you that your carrier invoices are accurate (i.e., the right people are covered and you are paying the correct amounts each month)?

PlanSource Value

- Self-billing Model with all PlanSource Boost Partners
- Automated Self-Bill Generation
- Reconciliation of carrier-provided bills
- Billing Reconciliation and Payment Services (optional add-on)

How much time do you (or your finance team) spend reconciling carrier-provided invoices each month?