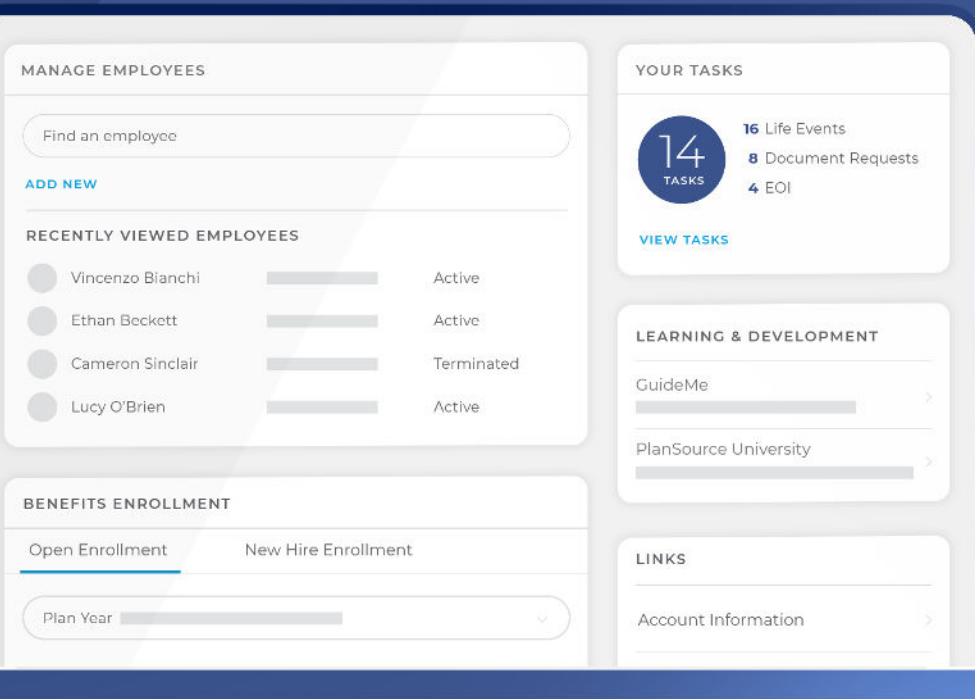


Our Top Benefits Trends & Predictions for 2021



PLANSOURCE

Spend less time
managing employee
benefits

Automate and simplify every
aspect of your benefits program
with PlanSource

TODAY'S GUEST SPEAKER



JAMIE HAWKINS
President & CEO
Benefits Technology Resources

RECAP OF 2020 BENEFITS TECHNOLOGY MARKET

How did the market respond in 2020 to the changes brought about by Covid?



SO...HOW DID IT GO?

Are employers having buyer's remorse
from 2020 benefits tech decisions?

WHY ALL-IN-ONE HCM SYSTEMS DON'T WORK FOR BENEFITS

- ✗ Complexity of voluntary/worksites benefits
- ✗ No self-billing or billing reconciliation tools
- ✗ Lack of expertise with EDI/ API and carrier integrations
- ✗ Limited R&D spend and mind-share focused on benefits
- ✗ Extreme seasonality drives peak volumes in Q4
- ✗ Limited services available (call center, EOI and dependent verification services)



HR TEAMS NEED TO DO MORE WITH LESS

Companies are outsourcing ben
admin tasks so they can be more strategic.

EXAMPLE: An outsourced employee contact center keeps the HR
team focused but allows employees to get human-to-human contact



POLL QUESTION #1

What are your biggest pain points with employee benefits right now?

TOP TREND: MODERNIZATION OF THE HR TECH STACK

63%

of employers are still using multiple HR tech systems that aren't integrated¹

50%

of companies plan to spend more on HR tech this year due to challenges they are facing now²

¹BTR Survey

Evolution of Benefits Technology Solutions

	EARLY "BEN ADMIN"	BETTER BEN ADMIN	MODERN BENEFITS TECHNOLOGY PLATFORM
Employee	Benefit enrollment	Benefits shopping and enrollment	Benefits shopping and enrollment
		Limited decision support	AI/big-data based decision support
			Personalized communications (text + email)
HR	Admin for HR teams	Admin + workflow and reporting for HR teams	AI-based automation + workflow, reporting and insights for HR teams
		Billing Tools	Billing Tools
Integrations	EDI	APIs with HCM systems Basic EOI Integrations	APIs with HCM systems EOI Integrations with automated decision notification APIs with insurance carriers (replacing EDI)

MOST IMPORTANT AREAS OF INVESTMENT

The future of data integration
is here. It's APIs.

MODERN API INTEGRATIONS FOR BENEFITS

Customers expect a real-time customer experience



PLAN CONFIGURATION

Automates the setup and renewal process, eliminating errors and saving time



ENROLLMENT TRANSACTIONS

Eliminates traditional batch EDI files, turns a weekly process into real-time



EVIDENCE OF INSURABILITY

Allows employees to complete EOI within the shopping experience



MEMBER PORTAL & PROVIDER DIRECTORY

Employees can easily search for and select dental providers within PlanSource



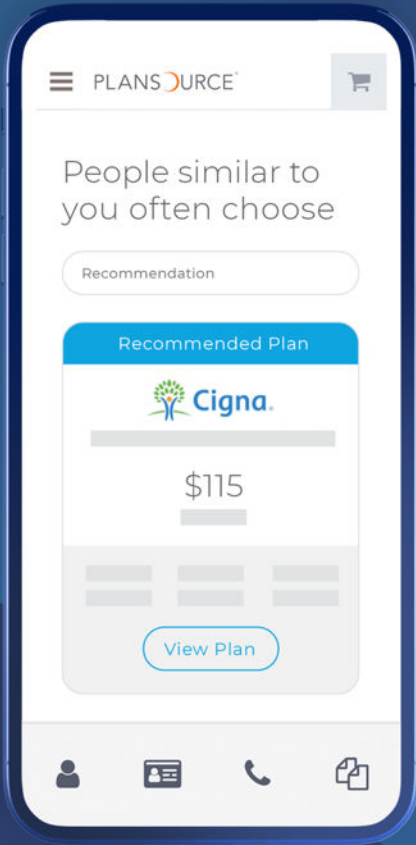
POLL QUESTION #2

How well do your employees understand their benefits?

A photograph of a person with a backpack walking away on a paved path through a dense forest of tall, thick redwood trees. The path is bordered by wooden railings. The scene is lush with green ferns and other vegetation at the base of the trees.

EMPLOYEES ARE PAYING MORE ATTENTION, BUT.....

Employees still lack confidence in their decisions. Big data can help.



Decision Support from PlanSource

NEW PRESCRIPTIVE, AI-BASED DECISIONS ENGINE

AI/ML Intelligence

AI/ML technology surfaces personalized insights in the shopping experience

Personalized Suggestions

Employees can answer a few questions to incorporate personal preference

Coverage and Contributions

Help employees understand the right coverage HSA/FSA contribution amounts

Localized Cost Comparisons

Get hyper-targeted cost estimates based on regional cost data

Did 2020 change how HR teams and employees look at worksite benefits?



POLL QUESTION #3

What are you doing in 2021 to manage/reduce your benefits cost?

DECISION SUPPORT – 6X ROI

Decision support tools increase employee participation in HDHPs and HSAs

More participation in HDHPs and HSAs lowers premiums paid by employers and payroll taxes



HIGHER HDHP PARTICIPATION

HDHP participation increases 13% on average¹



LOWER PREMIUM COSTS

Employers save ~8% in premiums with HDHPs¹



MORE EMPLOYEES CONTRIBUTING

Total number of employees contributing to savings accounts increases 17% on average²



HIGHER EMPLOYEE CONTRIBUTIONS

Employees contribute \$340 more in their HSAs, on average²

¹Kaiser Family Foundation | 2020 Employer Health Benefits Survey

²Jellyvision and Picwell Case Studies

HR TEAMS ARE STILL COVERING PEOPLE THEY SHOULDN'T

Dependent verification is a lot of work. How can AI/ML solve this very real and costly problem for HR teams?

A BETTER WAY TO VERIFY DEPENDENTS

AI/ML technology provides an opportunity to streamline an inefficient and costly process

EXISTING PROCESS

1. Configure and set up document request rules manually
2. Employees submit documents
3. HR manually looks up employee profile and cross-checks with document
4. HR approves or denies document
5. HR manually removes ineligible dependents from plans

AI/ML POWERED APPROACH

1. Auto-configure comprehensive document request rules
2. Employees submit documents
3. Image recognition and auto-detection eliminates 70%+ of manual document cross-check review
4. Consolidated workflow queue allows easy and quick task management
5. HR leaders use dashboard to monitor status, KPIs and ROI and take advantage of built-in communication templates

DEPENDENT VERIFICATION – 17X ROI

Identify and remove ineligible dependents from your benefits plans for significant cost savings
AI/ML-powered technology instantly verifies eligibility and drastically reduces HR time/effort



REMOVE INELIGIBLE DEPENDENTS

Ineligible dependent rates average **6%** for full audit & **~10%** for ongoing verification



LOWER CLAIMS & PREMIUM COSTS

Employers save **~\$3,500** per removed dependent & **~10%** in healthcare costs per year



MINIMIZE MANUAL EFFORT

Eliminate **75%+** of manual HR admin review/effort needed with instant verification



ACCELERATE TIME-TO-ROI

Cut time-to-audit cycle lengths by **~60%** to start seeing cost-savings sooner

BENEFITS TECHNOLOGY RECOMMENDATIONS



UPGRADE TO BEST-IN-CLASS BEN ADMIN

Don't try to just get by with all-in-one HCM or payroll solution for benefits administration. Thousands of companies tried it in 2020 and are now ripping them out and replacing them



DO MORE WITH LESS (WITH MORE OUTSOURCING)

HR teams are lean and will stay that way through 2021. Look to outsource your most time-consuming tasks to maximize the efficiency and strategic value of your in-house team



INTEGRATE YOUR ECOSYSTEM WITH APIS

APIs are the future, and the future is now. Don't even consider a benefits tech vendor that's not investing heavily in its API strategy and real-time carrier integrations

BENEFITS TECHNOLOGY RECOMMENDATIONS



USE AI TO EMPOWER BETTER DECISIONS

Benefits are confusing and far from one-size-fits-all. Give employees more confidence and control over their benefits with personalized, AI/ML-driven plan, coverage and contribution suggestions



... AND LOWER OVERALL BENEFITS COSTS

HR teams and resources are lean and will stay that way through 2021. Outsource your most time-consuming administrative tasks to maximize the efficiency and strategic value of in-house staff



STAY FLEXIBLE

If 2020 taught us anything, it's that things change. Make sure you have a benefits platform that can handle complex, distributed benefits needs and easily scale as you add plans, products and team members



Q & A

BENEFIT TRENDS OF 2021

2021 BENEFITS TRENDS REPORT

Exclusive Copy for All Webinar Attendees

BENEFITS TRENDS 2021

Maximize your time and budget by staying ahead of these HR and Benefits trends in 2021

www.plansource.com

BENEFITS TRENDS 2021

Welcome to the PlanSource 2020 Benefits Trends Report.

Well, 2020 was crazy, regardless of your industry. As that swirl and uncertainty continues to spiral around us in 2021, we want to be of help. We've pulled together a guide for our fellow HR professionals to help ground things out, so you can spend time focusing on effectively planning for the future instead of wondering what comes next. From remote employees to artificial intelligence, there's a lot to plan for in 2021, but hopefully our guide provides some peace of mind and stability to help you be an effective leader in your role.

As we explore the effects of 2020 on our work systems, we promise to make this report about more than the pandemic. We also promise to steer clear of the terms 'new normal' and 'unprecedented times', because you deserve better than that.

So, let's get started.

What does this mean for HR?

Simply put, it means that it's time to place increased creative efforts on the benefits packages that you're offering your workforce. Even with medical plans, offering a one-sized-fits-all solution for a vast demographic of employees just isn't going to cut it, something that most companies have already caught on to. Our 2020 Benefits Benchmark report shows the increasing customization of medical plans aggregated across all of our clients, which truly illustrates that employers are getting savvy by creating benefits options for their employees.

3.5	Average number of medical plans offered
14	Average number of total benefits offered by PlanSource customers
51%	Percentage of companies offering HDHP
90%	Number of HDHP plans accompanied by an HSA

Employees want to know that the employer they're working for knows them and cares about their lifestyle, which is why creating a personalized benefits package that different demographics can happily pick and choose from is already crucial, and is moving to become a business standard in the coming years.



PLANSOURCE[®]

2021 Benefits Trends

THANK YOU!