Round-the-Clock Online HR Department at Your Fingertips

Our Client Resource Center is a comprehensive online portal bringing you one-stop access to vital HR and benefits content. Your team can stay up-to-date through our HR Library, featuring the most current federal and state laws and updates, plus step-by-step guidelines for compliance. Gain exclusive access to live and recorded online educational webinars, as well as documents from leading HR, regulatory and legal experts.

The Client Resource Center is designed so you can get the content and information you need, when you need it. From supervising employees and staying compliant with Health Care Reform to complying with federal and state labor laws, the Client Resource Center stays with you every step of the way, with attorney-reviewed tools, guidelines and forms.

The Client Resource Center is your online source for must-have HR tools, forms and guidance:

- Monthly Educational Webinars
- Health Care Reform Tools and Guidelines
- COBRA Steps to Success
- FMLA Guidelines
- How to Hire, Discipline and Terminate
- State Employment Laws
- Job Description Builder
- Salary Benchmarking Tool
- HR Self-Assessment Tool
- Interview Question Builder
- Employee Cost Calculator
- Performance Review Builder
- Employee Handbook Builder
- Total Compensation Statement Builder
- Hundreds of Forms and Policies
- Federal and State Labor Law Posters
- Worker Safety & Wellness Tools

Education
Stay informed through our ongoing educational webinar series, newsletter, blogs and updates.

Information
Easy-to-understand explanations and analysis of complicated laws and confusing acronyms.

Forms
Our comprehensive collection of proprietary forms includes human resources forms, sample policies, checklists and model documents – all in a downloadable, ready-to-use format.

Answers
Our HR & Benefits Library content is managed by a team of attorneys and HR specialist who are dedicated to delivering a premier online HR library and tools to help you stay compliant.
Complex Made Simple

The Patient Protection and Affordable Care Act (ACA) requires any employer that files 250 or more W-2s to report the cost of health care coverage under an employer-sponsored group plan on employees’ W-2 forms. The ACA is one of the most complex laws in history. Not having the answers can prove costly. You need a strategic partner.

We offer a Compliance Action Center that is the leading product in the emerging market of ACA compliance and the Employers shared responsibility of reporting requirements. Compliance Action Center, an innovative cloud-based business tool, has proven to be crucial for business risk management and IRS reporting requirements.

**Compliance Action Center:**
- Is EASY to use
- Does the heavy lifting for you.
- Monitors all possible conditions through a convenient and SIMPLE to use Compliance Action Center Dashboard.

Compliance Action Center exposes the hidden risks and alerts you to potential adverse conditions, including next best steps allowing you to correct the issue before information is reported and a penalty is assessed. Properly implemented, Compliance Action Center can virtually eliminate your potential liability.

Compliance Action Center doesn’t define your strategy, but allows you to implement your strategy with certainty. Compliance Action Center will watch, coach, and lead you through the regulatory jungle.

**Dedicated Team of Experts**
You are not alone! A team of dedicated representatives with strong knowledge of ACA and 6055/56 are ready to help.

**Decision-Making Guidance**
Simple interviews are performed when an action is required, guiding the user to complete a highly complicated tax reporting problem by answering simple interview questions – no need to be an expert on ACA regulations.

**Anytime Web Access**
Web-based access means you can access the information you need, when you need it.

**State-of-the-Art Security**
While convenience is important, we know the security of your data is even more important. That is why our Compliance Action Center was designed with several goals in mind:

- Absolute Data Protection
- 100% Customer Uptime
- Intrusion Detection & Prevention
- Data Redundancy
- SSAE 16 Type II Audited
As the healthcare system becomes increasingly more complicated, it proves difficult to navigate any challenges that may arise, making it almost impossible for employees to improve their health and get the most value out of the healthcare system.

We implement a program that will offer each of your employees their own Personal Health Advocate (PHA), who is typically a registered nurse supported by medical directors and claims and benefits specialists. The PHA knows the ins and outs of the healthcare system to address a range of healthcare and insurance issues efficiently and reliably.

Our Personal Health Advocates can help:

• Find qualified doctors, hospitals, dentists and other providers nationwide; identify top medical institutions and clinical trials.

• Schedule earliest appointments with hard-to-reach specialists; arrange for specialized treatments and tests.

• Provide assistance to estimate and understand healthcare costs to help make informed decisions.

• Clarify complex conditions, research available treatment options.

• Resolve insurance claims, uncover billing errors, negotiate payment arrangements.

• Answer questions about test results, treatments and medications recommended or prescribed by the physician.

• Address eldercare issues, clarify Medicare, locate adult day care, assisted living and long-term care; research transportation to appointments.

• Assist with special needs, find caregiver support services, in-home care, rehabilitation resources and hospice.

• Negotiate pre- and post-claim fees for medical cost savings.

Eliminate Healthcare Hassles
Personal Health Advocates do all the work; are available for unlimited follow-up.

World-Class Support
A highly trained team of clinical, benefits and claims experts are standing by for you.

Convenient
Available anytime, 24/7, 365 days a year.

Educated Consumer
Supports more informed, cost effective decision-making.

Time & Money Savings
Lowers medical costs; improves health outcomes, productivity and retention. Also reduces grievances, appeals and claims costs.

Family is Covered, Too!
Covers employees, their spouses and other family members.
Your Virtual Benefits Counselor

Let’s face it, understanding benefits information is complex. For employees, selecting the benefits that make sense for them is even more challenging – not to mention a boring process. Often times, employees go through the open enrollment period without much thought to the benefits they are electing - primarily because they don’t understand the language in which it is presented. The result is that they may not select the plans that fit them best and may only find out later that they are under or over covered.

Our virtual, interactive and lifelike benefits counselor makes sense of the complex process of open enrollment. Employees are walked through their election of benefits and along the way it is explained to them (in simple terms) what everything means so that they can make educated, informed decisions to get the best fit benefits package.

Communicate with employees in the language they speak – not in insurance company-speak

We take the confusion out of the process and inject a little humor in its place. Whether employees need help understanding or selecting their medical plan, figuring out how much to contribute to their health fund or retirement fund, or determining the amount of life insurance they need, our benefits counselor is there for them – providing guidance one easy step at a time. At the close of the conversation, each employee is provided a personalized webpage that summarizes their specific plan details and preferences.
Anyone who takes on the challenge of managing employee benefits knows that rising healthcare costs are on the forefront of everyone’s mind. Employers and employees alike are finding it ever more difficult to pay for health insurance premiums. Employers can no longer afford to absorb double digit premium increases and are forced to cut benefits and pass on more costs to employees. Employees are faced with increased premium contributions, increased deductibles, higher or eliminated co-pays and greater out of pocket expenses.

We are able to help you lower healthcare costs, reduce medical absenteeism, and increase employee productivity, for overall satisfaction. Your employees will have access to Board Certified Physicians, home or away, 24/7/365. Through telephone or video consultation, these physicians will be able to diagnose and treat minor medical conditions, with the option to ePrescribe necessary medications to the patient’s pharmacy of choice.

We can provide medical diagnosis and treatment for common ailments such as:

- Allergies
- Arthritic Pain
- Bronchitis
- Certain Rashes
- Cold/Flu Symptoms
- Ear Infections
- Gastroenteritis
- Headaches/Migraine
- Insect Bites
- Sinus Infections
- Sprains/Strains
- Respiratory Infections
- Stomach Ache/Diarrhea
- Sore Throat
- Urinary Tract Infection
- Minor Burns
- General Information

Reduce Healthcare Costs
Demonstrable savings by reducing the need for high cost doctor’s office, urgent care and emergency room visits.

Increase Access to Care
Employees can talk to a doctor any time of the day or night, on the weekend, or when traveling and away from home.

Increase Retention
Enhances employee recruitment and retention while driving employee satisfaction as an enhanced part of a healthcare benefits package.

Reduced Absenteeism – Increased Productivity
Employees can address minor medical problems without leaving work.

Convenient Access
Convenient access to quality medical care 24 hours a day, 7 days a week and 365 days a year throughout the United States.
Wellness programs in the workplace are quickly becoming a popular way for employers to help their employees become more engaged with their day to day health, which in turn results not only in lifestyle changes for participating individuals, but significantly lower company health care costs and improved workforce productivity.

We are able to provide you with an innovative results-based wellness program that is customizable to meet the unique needs of your company. Through access to a multitude of services, your employees will have everything they need to jumpstart a new, healthy lifestyle that will create positive change all around.

Services include:

- **Wellness Portal** - Offer your employees a wealth of health tools and resources to enhance their well-being.
- **Online Health Screening** - Proactively detect and prevent chronic illnesses that could impact your employees’ lives as well as your medical claims.
- **Physician Lab Upload** – Give employees the flexibility to go to their physician for their screening when they cannot attend the group screening. The lab and test results are then uploaded electronically into the participant’s Wellness Portal page and report.
- **Telephonic Health** - Health care information, a nurse call line, wellness coaching and advice is just a phone call away.
- **Wellness Coaching** - With the support of a wellness coach, participants learn to take a more active role in the management of their own health.
- **Risk Reporting** – Get comprehensive reporting capabilities in real-time accessible online 24 hours a day by both the employer and employee.
- **Healthcare Claims Experience Reporting** – Receive a comprehensive analysis of the group’s claims over a given plan year.

**Individualized Online Wellness Portal**
Offering individuals a wealth of actionable health information based on results from our on-site health screenings, NCQA certified health questionnaire and self-reported medical history.

**Convenient Health Screenings**
Our highly-skilled health and wellness professionals come to your workplace locations to perform accurate, confidential screenings in a timely manner, without pulling employees away from their work for long periods of time.

**Personalized Health Coaching**
Using evidence-based practices, our health coaches are trained RNs who educate and motivate individuals to make changes in behavior that lead to healthier lives.

**Monitor Progress**
Comprehensive health and wellness reporting capabilities for members and employers.
Highlight the Value of Your Benefits Package

Do your employees know and appreciate just how much money you spend on them for benefits? Why not take credit where credit is due? Show them not only all the great coverage you provide, but the amount you spend to make sure they’re covered. Sending each of your employees their own individual, personalized benefit and compensation statement does three important things:

1. It makes them aware of all they are getting,
2. Shows them your financial commitment beyond just salary and
3. Helps them appreciate the value and security you provide for them and their families.

Sending benefit statements is a low cost investment with a significant return.

From multi-page customized formats to one of our economical preformatted “generic” options, clients tell us our employee total compensation statements are one of the most effective tools they have for educating employees about the scope and true cost of their organizations’ benefits.

Effective total compensation statements typically include a letter from management, a benefit-by-benefit comparison of the employer’s and employee’s contribution toward the cost of each benefit.

Each statement can be delivered to the employee’s address or can be delivered personally to the employee.

We have a proven process to collect the required data. We then ensure that all the information is precisely accurate and displayed correctly for each employee’s statement.