



Employee Benefits Administration Action Items

Benefits Enrollment

- **Action Item: Set Up Online Enrollment System**
 - **Deliverable:** Implement and configure an online benefits enrollment system, including integration with existing HR platforms and testing to ensure functionality.
- **Action Item: Provide Enrollment Assistance**
 - **Deliverable:** Develop and deliver support materials, such as guides and FAQs, and offer real-time assistance to employees during the enrollment process through chat or email.
- **Action Item: Process Benefits Updates and Changes**
 - **Deliverable:** Timely and accurate processing of benefits updates, including system entries and notifications to employees about the changes.
- **Action Item: Conduct Enrollment Audits**
 - **Deliverable:** Regular audits of the enrollment process to verify accuracy and completeness, with audit reports and corrective action plans as needed.

Claims Processing

- **Action Item: Implement Remote Claims Management System**
 - **Deliverable:** Set up a remote claims processing system, including secure submission channels and tracking tools.
- **Action Item: Manage Claims from Submission to Resolution**
 - **Deliverable:** Efficient handling of claims, including receipt, review, processing, and resolution, with detailed records of each claim's status.
- **Action Item: Collect and Verify Claims Documentation**
 - **Deliverable:** Gather and verify all necessary claims documentation, ensuring completeness and accuracy before processing.
- **Action Item: Provide Claims Status Updates and Reports**
 - **Deliverable:** Regular status updates to employees on their claims and detailed reporting on claims processing metrics, including turnaround times and resolution rates.



Benefits Queries

- **Action Item: Develop Benefits Support Infrastructure**
 - **Deliverable:** Create and maintain support infrastructure, including a knowledge base, FAQ section, and contact channels for employee inquiries.
- **Action Item: Address Employee Benefits Queries**
 - **Deliverable:** Timely responses to employee questions and issues via email or chat, with detailed resolution records.
- **Action Item: Troubleshoot and Resolve Benefits Issues**
 - **Deliverable:** Proactive troubleshooting of benefits-related issues, including coordination with benefits providers and internal teams to resolve complex queries.
- **Action Item: Maintain and Update Knowledge Base**
 - **Deliverable:** Regular updates to the knowledge base and FAQ section to reflect new information, common issues, and changes in benefits policies.

To avail of our professional services kindly contact hello@consultareinc.com or call 1-202-982-3002.