

Employee Contact Center

Software + Services = A Better Benefits Experience

At PlanSource, we believe that the best way to build a better benefits experience is by combining best-in-class software with a range of high-touch benefit services. This simple equation provides brokers and employers with a complete solution that can help busy HR departments work more efficiently and focus on strategic initiatives rather than tedious tactics.

Employee Contact Center

Let's face it – employee benefits are complex, so it's no surprise that employees need help. That's why we believe that one of the most important things we do at PlanSource is to provide an employee and help them get enrolled in the right benefits and plans for themselves and their families

PlanSource Benefits

- Benefits Outsourcing
- Employee Contact Center
- Billing Reconciliation and Payment
- COBRA Administration
- HSA / FSA / HRA Administration
- Dependent Verification
- Employee Communications

Why Employee Contact Center?

- Guide Employees**
Your employees will be guided to the insurance plans that meet their individual needs.
- Provide Great Service**
Employees will have access to an entire team of benefits experts to answer their questions.
- Simplify the Complex**
Our reps take complex benefits concepts and explain them in easily understood language.

How can the Employee Contact Center Help?

- Login Assistance**
Passwords get lost and security questions get forgotten – but fear not we're here to help. In fact, it's one of the most common questions we get.
- "How do I?" Questions**
Your enrollment system is intuitive and easy to use, but that doesn't mean help isn't needed sometimes. We're happy to help when you need it.
- Employee-Friendly Help On-Demand**
Whether help is needed to select, understand or correctly use the products that have already been selected, we have a staff of experts waiting on call.



Contact Center

Hours	Contact
8 AM to 11PM ET Monday - Friday	By Phone By Chat

- 100% of inbound and outbound calls are recorded
- English and Spanish-speaking representatives

- Password and login assistance
- Technical support
- Benefits education and guidance
- Phone-based enrollment

- Lost card assistance
- Claims and billing triage
- Urgent coverage resolutions
- Life event assistance