

Our benefits administration solutions will help you reduce administrative costs and support strategic HR initiatives.

Benefits administration tools and services include:

- Audits
- Benefits portal
- Billing
- Call center
- Communications
- Compliance services
- Employee self service
- EDI data exchange
- Enrollment
- Fulfillment
- Manager access
- Premium reconciliation
- Reporting
- Total compensation statements

Custom Communications offers a wide range of tools and services that streamline and simplify the benefits administration process. You may choose to use those resources that best meet your organization's needs on a self-serve or outsourced basis through Custom Communications.

With the Custom Communications benefits administration technology and services, your organization can:

- **Streamline inefficient processes.**
- **Store employee information online**, making it easily accessible to your employees, no matter where they are located.
- **Improve employee communications and service.** Easily communicate new company programs or benefits and allow employees to quickly access to their benefits information.
- **Eliminate printing, faxing and redundant data entry.** Benefit eligibility information is submitted electronically to all your carriers and internal systems.
- **Simplify changes.** It's easy to change an address or add a child using employee self-service.
- **Prevent employees from making mistakes.** Our rules-based system rejects and flags invalid benefit elections.
- **Stop overpaying carriers** by using the self-billing and premium reconciliation tools and services.
- **Help employees navigate the new world of consumer-driven healthcare** with online tools for hospital, drug and plan selections.
- **Gain timely access to valuable information** with alerts and easy-to-use reports.
- **Give employees a total compensation statement** quantifying the value of their complete pay and benefits package.