

Benefits Administration

Powered by bswift



Custom Communications' benefits administration platform makes enrollment and year-round benefits management easier, quicker and less expensive.

Our service team offers:

- Benefits administration
- Enrollment services
- Billing
- Call center
- Dependent eligibility audits
- Communications
- Total compensation statements
- Fulfillment

Let Custom Communications help you navigate and manage the complex, rapidly changing world of employee benefits and health care. Powered by the leading edge bswift system, our administration platform:

- **Features** quick-to-configure automation of routine benefit tasks.
- **Provides** easy access to critical data and reports to facilitate strategic HR planning.
- **Reduces errors** and carrier overpayments through its "rules driven" system and self-billing and premium reconciliation tools.
- **Motivates** employee engagement through its user friendly portal, company branding, total compensation statements, employee alerts and more.

Our expert staff guides you through implementation to ensure a smooth transition and helps you maximize the system's features all year long.

Making Benefits Management Easier—Year Round

Employee Self-service

Help your employees select the benefits that best meet their needs with our administrative platform's user-friendly enrollment design that incorporates step-by-step instructions and educational information.

Dashboard

Instantly access the data housed on our platform, using easy-to-read charts and graphs.

Dependent Verification Process

Quickly and easily verify dependent eligibility during the enrollment process.

Credits and Surcharges

Show employees the cost impact of credits and surcharges, based on their benefit choices during enrollment.

Integration with Insurance Carriers

Gain seamless connectivity and integration with carriers.

Configurability and Personalization

Our platform's extensive configuration and personalization features for graphic design and home page functionality.



Custom Communications is a strategic provider of HR communications and benefits outsourcing to clients of all sizes. We work with employers, brokers, consultants and insurance providers. Our goal is to provide the best on-line and print solutions to meet clients' HR communication challenges, and to streamline and simplify their benefits administration.

Powerful Automated Functionality

Custom Communications understands the details behind benefits administration, and our administrative platform's features cover all the bases, including:

- Unlimited benefit classes (PT, FT and within PT and FT)
- Mid-year status changes (between and within PT and FT)
- Mid-year life/disability coverage & cost changes (age, salary)
- Alerts (employee and administrator, regarding changes, pends and incomplete enrollments)
- Basic and voluntary life coverage contingencies
- Qualified Medical Child Support Order (QMCSO)
- Evidence of Insurability (EOI)
- Reports (custom build; schedule to run automatically)
- Import full or change files
- Identification of over-age dependents (by plan)
- Life events (pend, verify)
- Location- and service-specific benefits
- Imputed income calculation for domestic partners/dependents
- Overlapping enrollments
- Tier determination
- Rate updates
- Permissions (department, location, division, benefit class, field, report)

To learn how Custom Communications can help you streamline your benefits administration or provide outsourcing support, contact Jason Hancock at 508-946-2693 or jhancock@custom-comm.com.