



## Eligibility & Enrollment

Healthcare reform is changing how organizations administer and communicate employee benefits. During annual enrollment and throughout the year, SHPS keeps you in compliance while serving your employees with excellence.

*HR professionals face rising costs, shrinking budgets, and continuous legislative changes. Nevertheless, you want employees to be satisfied with their benefits package. SHPS provides meticulously accurate and reliable eligibility, enrollment, and premium administration, delivering maximum return on investment. Plus, we keep you ready for what's next.*

### Knowledgeable partner for innovative solutions

Every company faces a unique set of challenges. With nearly 25 years experience and 8.1 million participants, SHPS brings the expertise and knowledge needed to deliver best practices. Our Eligibility & Enrollment solution is flexible and configurable, so we can create a solution that fits your particular needs.

SHPS is known as a thought leader in the industry and is vocal in Washington. We stay ahead of legislative changes so we can keep you ready for what is on the horizon.

### Quick to implement, simple to use

A benefits administration solution does not need to be complicated. Implementation does not need to be stressful. SHPS has removed the complexity with a powerful, configurable platform. Supported by committed professionals, our technology minimizes the lead time required to modify eligibility rules and plan design. It rapidly processes and manages large volumes of data with strong quality control. Annual enrollment goes live on time with no glitches or complicated processes.

### Customized reporting puts data at your fingertips

Sometimes clients need the valuable standard reports available through our website. But sometimes they want to run their own ad hoc reports to explore various benefit options and gain new insights. SHPS puts customized reporting capability into your hands so you are in control.

### Fully compliant for today and tomorrow

With SHPS as your partner, you never have to wonder if you are in compliance with changing regulations; you are. And we ensure you stay in compliance even as regulations continue to shift. It is our commitment. Maybe that's why our client list includes many Fortune 1,000 companies and major federal agencies.

### Contact center focused on excellence

We never forget that our business impacts people on a personal level. Our U.S.-based contact center provides important support to the people whose lives are touched by our services. Our customer service representatives are longtime employees who have been carefully trained to ensure every account is administered according to client requirements and in accordance with pertinent regulations. They also are specially trained in how to provide the quality of personal service that makes a difference to your employees.

### Reduce costs by eliminating errors

Eligibility errors can cost employers up to five percent of their annual benefits expense. SHPS automatically verifies and reconciles eligibility data to eliminate overpayment of premiums, administrative fees, and claims for non-eligible employees and dependents. SHPS is your single point of contact for managing the data interface and billing arrangements for all benefit providers, giving you an advocate for accuracy.

### Single-source benefits administration

SHPS Eligibility & Enrollment integrates easily with SHPS Spending Account and COBRA services. This allows clients to enhance and simplify enrollment while delivering a consistent experience to all participants.

### Continuous improvement reflects your exact needs

At SHPS, we never stop looking for ways to improve our services and technology. We don't guess what clients would like next. We engage you in client forums and a Client Advisory Board, so our improvements directly reflect what you need most.



For more information about Eligibility & Enrollment services, please call 1-888-421-7477 or visit [www.shps.com](http://www.shps.com).

*Although we specialize in serving large organizations with complex needs, our Eligibility & Enrollment clients range in size from 1,000 to more than 120,000 employees across many industries. Our clients trust us to administer more than \$800 million in carrier disbursements annually.*

### Coming soon!

#### New portal even more convenient for employers

SHPS will soon release a totally updated employer portal that will make benefits management even easier for HR professionals. As a complement to the expert guidance provided by the SHPS team, the portal will enable you to access the data, tools, and resources you need 24/7.

#### With SHPS Eligibility & Enrollment, you receive:

- Self-service website that gives secure access to benefits information to employers, employees, dependents and benefit providers
- Decision-support tools that enable employees to determine past healthcare spending, estimate future spending, and compare health plans
- Personalized, compelling employee communication materials that simplify annual enrollment
- U.S.-based contact center where representatives are trained in the client's plan design
- Fast set-up processes that accelerate implementation and annual enrollment with a rules-based platform, while providing strong quality control

#### Our partnerships yield results

At SHPS, we develop a partnership with our clients and work with them to achieve their goals. As employers look to cut costs, we advise on benefits strategy and plan design. When it's time for annual enrollment, we're on board with planning and executing to make sure it's successful each and every year.