



Workscope Outsourced
Benefits Administration



A FULL-SERVICE OFFERING

Workscape's OBA solutions provide optimal flexibility to meet your organization's evolving needs. Implement an integrated, end-to-end benefits administration solution, or choose from modular components and add more over time as your requirements change. Integrated OBA solution components include:

- *Enrollment & Eligibility Applications*
- *Decision Support Tools*
- *Reporting & Analytics*
- *Total Rewards Statement*
- *Integrated Wellness Program*
- *Personalized Employee Health Portal*
- *Multi-Purse Spending Account Administration*
- *Vendor Management*
- *On-shore HR Service Center*
- *COBRA administration*
- *Premium billing*
- *DB/DC services*
- *Communications services*
- *And more*

Workscape offers OBA solutions to meet the needs of both large enterprises with global operations and mid-sized companies with tighter budget constraints.

A Total Rewards Approach to Benefits Administration

Everyone's talking about the rising cost of healthcare. Some are even calling it a crisis. Nonetheless, offering comprehensive health and welfare benefits is essential to your employees' well-being and peace of mind. But with intense margin pressure, fierce competition, and ever-increasing regulatory requirements, you need a way to reduce benefit costs without compromising employee satisfaction and productivity. Workscape can help with proven Web-based applications and integrated services that drive Total Rewards across your HR processes. Workscape solutions help you to execute your Total Rewards strategy by providing an exceptional benefits experience and clearly demonstrating the full value of employment to employees. So you can attract, motivate, and retain talented employees while leveraging your HR budget as effectively as possible.

At Workscape, we understand that controlling HR costs and enabling employees to make the best benefits decisions are top priorities. That's why we offer a comprehensive Outsourced Benefits Administration (OBA) solution that transforms the annual benefits enrollment process from a routine transaction to a strategic business process that helps your organization to:

- Reduce benefit costs by enabling employees to make their own cost-effective enrollment choices based on personal needs such as medical service usage and financial circumstances
- Realize greater tax savings through increased flexible spending account participation
- Boost employee productivity and reduce absenteeism with an integrated wellness program
- Provide ongoing guidance and support to your employees via an on-shore 24x7 HR Service Center
- Integrate benefits processes into your Total Rewards strategies

Workscape's OBA solution engages the workforce in a highly interactive experience that powers Total Rewards and produces positive outcomes — both for the employee's personal welfare and the company's bottom line.

Whether you have thousands or hundreds of thousands of employees, Workscape provides an OBA solution to meet your needs. You can implement an integrated, end-to-end benefits administration solution or choose modular components individually as your business needs demand. Either way, Workscape's hosted delivery model ensures fast, efficient implementation and smooth ongoing operations without taxing your internal IT resources.

Make Benefits Enrollment Easy for Everyone

Benefits enrollment can be a complex and overwhelming process. Employees need to understand their options and make important choices that impact their personal well-being and finances. At the same time, employers need to educate and support employees in making smart, appropriate enrollment choices that drive cost reduction and plan participation goals.

Dynamic, Intuitive Applications

Online enrollment can deliver great results, but only if your employees find the applications easy to use. Workscope's OBA applications were designed from the ground up to be accessible and intuitive for all employees — even those who may not be accustomed to using browser-based applications. Featuring a user-friendly and interactive interface, our Web-based applications speed and simplify the benefit enrollment process by presenting employees with only those choices for which they are eligible. The application prompts and guides the user through the available options based on your organization's unique business rules.

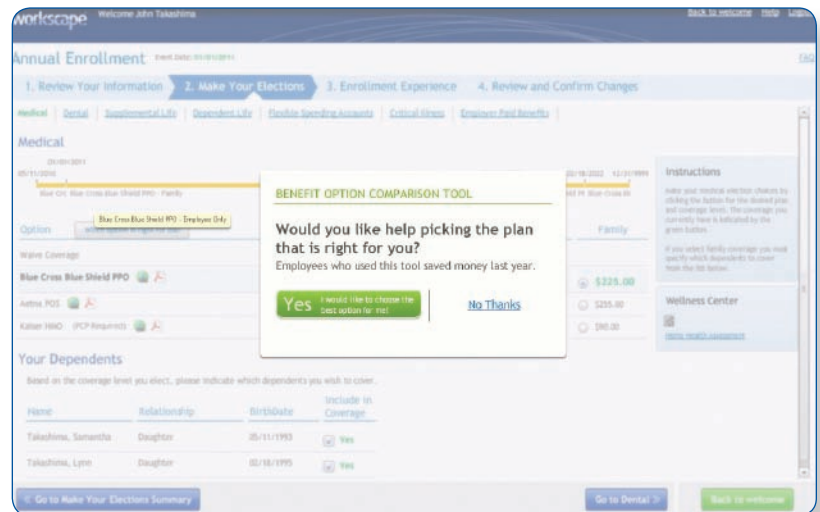
Interactive Decision Support Tools

At specific points in the process, the online enrollment application can direct users to any of Workscope's fully integrated decision support tools, like benefit plan comparisons, health risk assessments, or flexible spending account contributions and medical cost calculators, to help them identify best-fit plan choices. Pop-ups inform users of other benefit opportunities, like personal health accounts, that may drive down costs. A unique "effective date" driven Event Coverage Viewer enables users to identify coverage period start dates, life events, and other milestone activities that may affect their enrollment status via dynamic timeline visualization. If questions arise along the way, employees can call Workscope's 24x7 HR Service Center for live support from highly trained, on-shore call counselors.

DECISION SUPPORT DRIVES PARTICIPATION

Workscope client employees who use our OBA solution's online enrollment and eligibility application and integrated decision support tools are significantly more likely to:

- Participate in Flexible Spending Accounts (FSA) programs
- Contribute more to FSAs than those who do not use the online tools
- Reduce costs by making pre-tax contributions that yield savings for employer and employee alike





“The employees view it as a very easy tool. And that’s what’s important to us.”

ALLISON ZILINSKIS,
MANAGER OF ADMINISTRATION,
EMPLOYEE BENEFITS,
AVIS BUDGET GROUP

Spending Account Administration

Workscapе’s OBA solution provides integrated access to enrollment, payment transactions, online account management, decision support tools, and more to help employees manage Health Reimbursement Accounts (HRA), Health Savings Accounts (HSA), or Flexible Spending Accounts (FSA). A debit card based program eliminates the hassle of submitting receipts and waiting for reimbursements. For employees with more than one spending account, multi-purse functionality ensures that funds are disbursed from the appropriate account based upon the purchase or type of payment being made.

Focus HR on Strategic Priorities

As HR professionals begin to play an even greater role in driving corporate initiatives, they need to empower employees to handle benefits enrollment and update elections as independently as possible. By providing self-service online enrollment and easy access to all the tools and information employees need to make informed health and benefit plan decisions, Workscapе’s OBA solution eases HR’s administrative burden, minimizes calls to the HR Service Center, and reduces benefits administration costs — without compromising employee engagement or satisfaction.

Built-in Support for Benefit Plan Complexity

In addition to offering ease of use, an effective online enrollment solution must be able to handle the increasing complexity inherent in the enrollment and eligibility process. Workscapе’s OBA solution features comprehensive employee benefits functionality to accommodate virtually any enrollment need — no matter how complex. It can handle multiple plan options offered to specific employee segments, complicated eligibility rules, and other unique plan features, while enabling you to maximize the value of your company’s employee benefits program.

Total Compensation Statements

A Total Rewards approach is highly effective for attracting and retaining top talent — even in lean years when budgets are tight. Workscope's OBA solution powers Total Rewards with Total Rewards Statements that help employees better understand the full value of their compensation and benefits package. With easy online access to these complete personalized statements, employees gain a greater appreciation of their overall rewards, resulting in improved morale and higher retention rates. And because HR professionals no longer need to manually prepare, print, collate, and mail statements to each employee, they are free to focus on more strategic priorities.

Powerful Reporting & Analytics

On-demand reporting tools empower HR and corporate management to understand enrollment patterns, identify utilization levels for specific enrollment tools, and gauge how employee activities are affecting overall healthcare costs. This information is critical when developing campaigns and strategies aimed at encouraging the enrollment behaviors that will optimize cost savings for the company. Increasing government regulation of benefit programs, including health and welfare plans, retirement plans, paid time off programs, and others, is adding to HR's administrative burden. Workscope's OBA solution makes it easy to meet expanding regulatory reporting requirements and demonstrate plan compliance.



Beyond the Basics

As healthcare costs continue to skyrocket, traditional approaches to benefits administration are simply no longer effective. When it comes to saving money and maximizing employee well-being, benefit plan enrollment is just the beginning. Workscope offers a wide array of integrated programs and services designed to help you optimize benefit program effectiveness for higher performance, lower costs, and enhanced employee satisfaction.



“Ultimately, our team was able to roll out sophisticated benefits programs to tens of thousands of employees in an extremely compressed, immovable time frame. We’re very proud of what we were able to accomplish — and we believe that Workscape was instrumental to making that happen.”

MAUREEN ROBBINS,
VICE PRESIDENT OF BENEFITS,
REALOGY

Integrated Wellness Program

Healthy employees make for a more productive workforce. That’s why Workscape has partnered with WebMD®, the leading provider of health information services, to deliver content and decision support tools that enable employees to make well-informed benefit, treatment, and provider decisions. Educating and rewarding employees for making appropriate healthcare and benefits choices, Workscape’s Integrated Wellness Program supports ongoing achievement of individual and corporate healthcare objectives.

Employee Health Portal: A secure, personalized healthcare portal makes all health and benefits programs — third-party applications, medical information, and claims data — available in one convenient location for employees and their families. Employees enjoy easy access to relevant wellness content as well as interactive tools for better predicting and managing healthcare costs.

Interactive Tools: Easy-to-use tools empower employees to anticipate health problems, assess treatment options, select quality providers, implement lifestyle changes, and more — putting them on the path to healthier living and more affordable healthcare.

24x7 On-Shore HR Service Center

Why is a 24x7 HR Service Center so important? The reality is that employees’ benefit questions don’t always arise between 9:00 AM and 5:00 PM, Monday through Friday. Busy families make benefit decisions during after-dinner discussions or on the weekend. Medical emergencies — sources of many benefit issues — occur at any hour of the day or night. And a third-shift or on-the-road employee has little choice but to take care of benefits enrollment, updates, and claims outside of “normal” business hours. As more employers offer online benefits applications that enable employees to access information and perform transactions at any time, 24x7 service center availability becomes all the more necessary.

Workscope’s 100% on-shore HR Service Center gives employees round-the-clock access to accurate, consistent information about benefits-related events, transactions, and other HR issues over the phone. It combines state-of-the-art technology and service center best practices to provide complete, cost-effective resolution of employee inquiries, enabling HR to focus its efforts on more strategic initiatives. It offers:

- Personalized service from highly trained call counselors who act as an extension of your own HR team

- Closed-loop feedback system to support continuous improvement of self-service applications and decision support tools
- Scalable staffing based on capacity models and best practices
- Access to call counselors with HR and customer service domain expertise, who are compensated based on response quality, information accuracy, and customer care metrics — not call volumes
- Real-time reporting of vital statistics — call logs, issue status, ticket closure rates, call trends, and more
- Choice of shared or dedicated call counselors

Effective Communications Services

Meeting your enrollment and employee participation goals begins with awareness building and education to generate excitement and get the workforce on board. And as you introduce new benefit plans and features over time, you want to make sure employees fully understand what's available to them, how much it will cost, and the pros and cons of each option. That's where Workscope's Communications Services can help. Our Employee Communications Practice designs and executes comprehensive communications programs that deliver the right message to employees via the right channel — print, Web, email, etc. — at the right time. These communications programs help to ensure that your benefits programs receive the highest possible adoption rate right out of the gate. And they help employees to make ongoing benefit-related choices that increase personal well-being and drive individual and corporate cost savings.

Workscope's Communications Practice consists of communications professionals who understand HR complexities — from benefit plan administration to organizational change management. As a result, they are uniquely qualified to design a highly effective program that meets your specific goals. Customized employee communications services and deliverables include:

- Communications consulting and strategy development
- Branding and development of benefits enrollment programs
- Creative development of online and print materials
- Writing and editorial support
- Printing and mailing of employee benefit confirmation statements



Workscope's outsourced benefits administration, performance management, and compensation planning solutions — which share a common, integrated Total Rewards technology platform — can be used together to drive down two of the largest expenses for today's enterprises: healthcare benefits and employee compensation. The results? Higher performance, reduced costs, and increased employee engagement.

“Benefits administration is an extremely important yet time-intensive process. By outsourcing to Workscope, we're able to provide our employees with enhanced services while keeping our focus on strategic corporate initiatives.”

GREGORY JACKMAN, MANAGER,
SECURITY, BENEFITS, HEALTH,
PRIVACY PROTECTION,
BMW MANUFACTURING CO.



Why Workscope?

Unlike consulting firms or traditional software companies, Workscope offers a unique combination of deep HR expertise in talent management and health and welfare benefits, along with extensive experience in developing award-winning applications that are usable, reliable, and perform flawlessly. These strengths are reflected in comprehensive, proven solutions that help you:

- Drive Total Rewards across HR processes
- Attract, reward and retain top-caliber talent
- Align employee initiatives with corporate strategy for higher performance
- Better manage healthcare costs and optimize compensation spending

Workscope solutions are used by over 3,000,000 employees in more than 180 countries across the globe at companies ranging in size from hundreds to hundreds of thousands of employees. They share a common Web-based platform, readily integrate with existing IT investments, and are scalable and configurable to meet even the most stringent IT requirements.

Find out how Workscope's OBA solutions can help you reduce benefit costs, increase plan participation, and power Total Rewards for a more productive, engaged workforce and measureable bottom-line results.



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