

Premium Billing & Reporting

Flawless Handling of Benefit-Related Back-Office Processes

The screenshot shows the Workscope Premium Billing interface. On the left is a navigation menu with categories like 'HR Tools', 'Reports', 'Enrollment Transactions', and 'Resources'. The main content area displays a tree view of reports for the years 2009 and 2008, with options to view reports in Excel or PDF format.

workscape Detailed Coverage Listing

For Client Name
Billing Period: 02/01/2009 to 02/28/2009

EmpID	Employee Name	Billing Group	Effective Date	Cancel Date	Option	Coverage Level	Employee Premium	Employer Premium	Premium Adjust	Billing Date
012345789	Smith, John	Self	1/1/2009		BCBS A	Employee	\$5.00	\$2.60		2/28/2009
23456789	Donna, Mary	Self	1/1/2009		BCBS B	Family	\$5.00	\$16.94		2/28/2009
77889900	Duffy, Angela	Wife	1/1/2009	2/1/2009	PHO	Employee	\$5.00	\$21.00	-\$21.00	2/28/2009
12345678	Mulino, James	NY	1/1/2009		PHO	Family	\$5.00	\$41.36	\$21.00	2/28/2009
8123456789	Smith, Mary	NY	1/1/2009		BCBS A	Employee	\$5.00	\$46.70		2/28/2009
446678900	Diavato, Patrick	CA	1/1/2009		BCBS B	Family	\$5.00	\$64.89		2/28/2009
000100012	Evergreen, Kelly	CA	1/1/2009		PHO	Employee	\$5.00	\$81.18		2/28/2009
789098765	Parks, Melissa	CA	1/1/2009		PHO	Family	\$5.00	\$5.50		2/28/2009
222334455	Hughes, William	CA	1/1/2009		BCBS A	Employee	\$5.00	\$81.18		2/28/2009
44323234	Downs, Donald	NY	1/1/2009		BCBS B	Family	\$5.00	\$5.50		2/28/2009
							\$50.00	\$368.01	\$9.00	

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Recommend the Benefits Administration Solution that Offers More

Workscope's Outsourced Benefits Administration (OBA) solution enables your clients to handle the 'traditional' reconciliation activities you would expect as part of any premium billing service. Supporting commercial insurance as well as Medicare, Medicaid, and COBRA, the solution automatically calculates the correct premium amount based on contract type, effective date, group affiliation, plan, product, and client-defined tier structures. Bills can be produced at any interval based upon plan, product, and group combinations. Plus, Workscope can manage the reconciliation process, ensuring that your clients' billing and payment activity is always current and complete.

What really sets the Workscope solution apart, however, is its powerful reporting and analytics capabilities. With Workscope, you gain access to a broad selection of detailed reports that reflect your clients' unique offerings, providing valuable insight into specific costs and charges. Furthermore, Workscope can also help to manage the reconciliation process, ensuring that your clients billing and payment activity is always current and complete.

When it comes to benefits administration, premium billing is a critical, but often overwhelming process — especially for those in the benefit broker and consultant communities. After all, clients rely on you to not only guide them in decisions like plan mix and enrollment options, but increasingly are asking their advisors to assist in building processes, systems and services to ensure that their benefit-related payments, disbursements, and other back-office activities are handled in a timely and flawless manner.

At Workscope, we specialize in the design, development, and delivery of full-service solutions that address the entire benefits enrollment and administration experience. Workscope delivers the benefits enrollment and administration services you need to meet the unique cost containment and employee engagement goals of your clients, including:

- An intuitive online application that speeds and simplifies the benefits enrollment process for employers and employees alike
- Access to a 24x7 on-shore HR support center for handling employee inquiries over the phone
- Comprehensive, custom-branded employee communications for driving desired outcomes
- Connectivity with multiple third-party carriers and providers for seamless handling of back-office processes

Gain Critical Insights with Robust Reporting and Analytics

Workscope's reporting and analytics capabilities extend well beyond the premium billing component alone. Workscope's signature online enrollment and eligibility platform delivers a comprehensive set of online reports that can be generated on-the-fly to provide valuable insight into key data points, including:

- **Plan Migration**
Provides a detailed list of employees who are moving from "Plan A" to "Plan B," revealing behavior and plan preference patterns across the entire employee base
- **Enrollment Transactions**
Shows which online resources (e.g. decision support, cost calculator, health risk assessment, etc.) are being used most frequently and by whom
- **Dependent Age-Out**
Reveals which employees, and their corresponding dependents, are about to "age-out" of coverage to enable proactive cost containment
- **Input/Output File Statistics**
Record and highlight file transfer statistics to ensure accuracy and completeness

Workscope can provide reports that show not only how individuals and employee populations utilized online tools to determine their plan selections, but also how those tools affected participation in flexible spending accounts. Why is this information valuable? Since FSA deposits are made with pre-tax dollars, FSA participation can yield significant additional cost savings for employee and employer alike.

As a result of providing insight into employee behaviors, you can play a much more active and direct role in the strategic relationship you bring to your clients. The insights revealed and the corresponding action that can be taken will enable you to deliver greater insight, better information and more insightful recommendations than ever before. What's more, because Workscope does not also offer "consulting" and associated services, you can leverage our best-in-breed solutions without worrying about exposing your clients to a potential competitor.

Interested?

For more information about Workscope and how we can help you improve clients' benefits administration processes — including critical back-office processes related to premium billing — visit us online at www.workscope.com or contact Amy Osterhagen at amy.osterhagen@workscape.com.

About Workscope

For over a decade, Workscope has been a leading provider of business-critical HR solutions that enable hundreds of organizations to manage their two largest workforce expenditures: employee benefits and performance-driven compensation. Unlike other solution providers, Workscope takes an employee-centric approach to HR, transforming routine transactions into strategic business processes that drive achievement of key performance and cost-reduction goals. Workscope is the only solution provider that addresses end-to-end talent management and outsourced benefits administration activities via a single, unified and secure environment. The results? Employees can make well-informed and cost-effective healthcare benefit selections for bottom-line results. Managers can align employee goals with corporate objectives to keep the organization focused on strategic priorities. And executives can better control costs and encourage organizational behaviors that positively impact corporate performance.