Health care issues are complex and changing quickly. We keep you ahead of the curve.

Complying with health care regulations. Reducing administration costs. Responding to the aggressive rise in health care costs. Staying on top of open enrollment support. These are the things that head most employee benefits managers’ lists, and that list isn’t getting shorter.

**Automate employer benefit supply chain processes for greater efficiency.**

As a leading provider of HR Services, Conduent can support your benefits goals through a comprehensive, integrated consulting outsourcing service model that gives you the power to:

- Stay ahead of Affordable Care Act (ACA) requirements and ongoing legislative changes
- Deliver advanced benefits to your employees
- Control costs
- Improve ongoing administration efficiencies

Our Health and Welfare Administration solution provides you with the flexible tools to support complex plan designs and multiple eligibility groups. It provides full employee self-service and plan sponsor management capabilities. Working with you, we will design a solution that aligns with your budget, business strategy, employee engagement goals, communications approach, and culture.

**Start tackling your list.**

Conduent can help to transform the process and cost efficiency of your Health and Welfare services. Specific advantages include:

- HR and benefit cost savings
- Streamlined processes
- Strategic consulting
- Robust integration of:
  - Branded web site and employee service center
  - Data and vendor management
  - COBRA administration
  - Reimbursement account administration
  - Direct billing
  - Private healthcare exchange
  - Participant communications
  - Decision support tools
- ACA compliance administration
- Lower insured premium and claims administration fees, through timely and accurate enrollment management
- Proactive management of third-party administrators
- Increased data accuracy and availability
- Access to innovative technologies
- Six Sigma process improvements and methodologies
- Global service delivery
- Retiree administration

We provide high-quality products, unrivaled services, and leading-edge technology, designed to maximize your Health and Welfare solution to employees.
Drive strategic outcomes.

By combining extensive HR outsourcing expertise with leading-edge benefits administration technology and our deep consulting expertise, we can provide you with a comprehensive Health and Welfare Administration solution.

Client-centered support

You can gain real-time access to personalized information, either through our benefits web portal, or the participant service center. Our end-to-end solution gives your employees integrated tools to help them make and manage their benefit decisions.

Plan expertise

- Medical, dental, and vision plans
- Life, accident, and disability insurance plans
- COBRA and HIPAA (includes PHI compliance, providing data to health plans in EDI 834 format)
- Voluntary benefit plans

Administrative services

- Health and Welfare program recordkeeping
- Annual open enrollment processing and communications
- Premium billing and reconciliation
- Conduent™ HealthAct Compliance solutions for ACA full-time eligibility determination, IRS reporting, and participant support services
- Flexible Spending Accounts (FSA), Health Reimbursement Arrangements (HRA), Health Savings Accounts (HSA), and Commuter Benefits administration
- Unique RightOpt® private health insurance exchange for active and retired participants
- QMCSO and POA administration
- Event transaction processing – new hires, terminations, work-related events and life-event/family status changes
- Reimbursement account administration and participant support services
- Global benefits services including integrated technology and service delivery model

Health and Welfare consulting services

- Health and Welfare program strategy and design, including global
- Vendor management
- Clinical analysis of workforce and healthcare program operations
- Engagement tools such as targeted messaging, multimedia campaigns, and virtual communication technology such as our benefits counselor and resource center
- Integrated voluntary benefits insurance solutions
- Healthcare actuarial service for self-insured rate forecasts and determination of employee contributions
- Compliance reviews and consulting
- Plan documents and automated SPD management
- Dependable eligibility verification and audit

Participant services

- Experienced customer service representatives
- Multi-channel contact center: voice, IVR, chat
- Advocacy and life event counseling
- Multi-lingual support
- A client-branded Web portal, using our Life@Work® platform, built around your plans and populations
  - Mobile-first design showcasing a simple, online shopping cart experience
  - Value-added integrated decision support tools, including plan comparison modeling, educational communications and find a doctor