



“A BETTER BENEFITS SOLUTION”

## Call Center/Benefits Administration Outsourcing

**PEC InsureSource** Call Center/Benefits Administration Outsourcing service provides:

A single contact point for quick, effective answers to your employees' benefit plan and eligibility questions. We help your employees resolve issues pertaining to their benefit programs without bogging down internal resources.

### Centralized Solution

#### Delivers:

- An affordable way for companies to provide consistent daily employee call center support
- A dedicated toll-free telephone number for your employees to call for all benefit questions
- Benefit plan and eligibility issues addressed by experienced Call Center Benefit Counselors
- The time to focus on more strategic issues, while your employees are supported day to day

### Experienced PEC Benefit Specialists

#### They Manage:

- Eligibility - provide the employee or dependent with information on plan availability
- Coverage - give the employee or dependent information on what the plan covers
- Rates - provide the employee or dependent with the cost of coverage
- Enrollment - identify in which plan(s) the employee or dependent is enrolled
- Claims - provide information on who to call and how to resolve a claim problem

### Benefits Call Center

#### Services:

- Dedicated toll-free telephone number for access by employees and HR staff
- Delivers consistent, scripted employer messaging
- Catalogues and tracks all call interactions, enabling real-time reporting
- Multi-lingual capabilities