RISE | Sun Life

# The Modern Solution to Overcoming Group Benefits Administration Challenges





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Managing employee group health programs is not as simple as it seems.

On the surface, it might appear to be straightforward: new employees are added to group benefits plans and payment is submitted to the insurance carrier for their coverage on a monthly basis. Sounds simple enough, but the reality is much different.

Group benefits management is replete with complex processes that present a number of challenging tasks for administrators—challenges that they don't have enough time in their busy days to address with the full attention required.

In today's dynamic work landscape, companies are growing and moving rapidly, and workforces are transforming and evolving with these frequent changes. As well, group benefits plans are expanding and innovating, and the constant flow of regulatory changes in the health insurance industry has a ripple effect on all moving parts. In addition to keeping up-to-date with these constant changes, group benefits administrators must handle the pressures of maintaining accuracy and compliance under limited time, presenting a whole host of challenges.

The introduction of digital group benefits administration solutions has greatly improved the workflow of HR, group benefits, and payroll functions across organizations of all sizes. Managing group insurance benefits efficiently and effectively is simplified with a digital solution, which centralizes information input and safekeeping in one place and offers seamless data integration across all systems. These online management systems allow teams to have access to real-time data, improved visibility, and a better level of control.



# What to look for in a group benefits administration solution

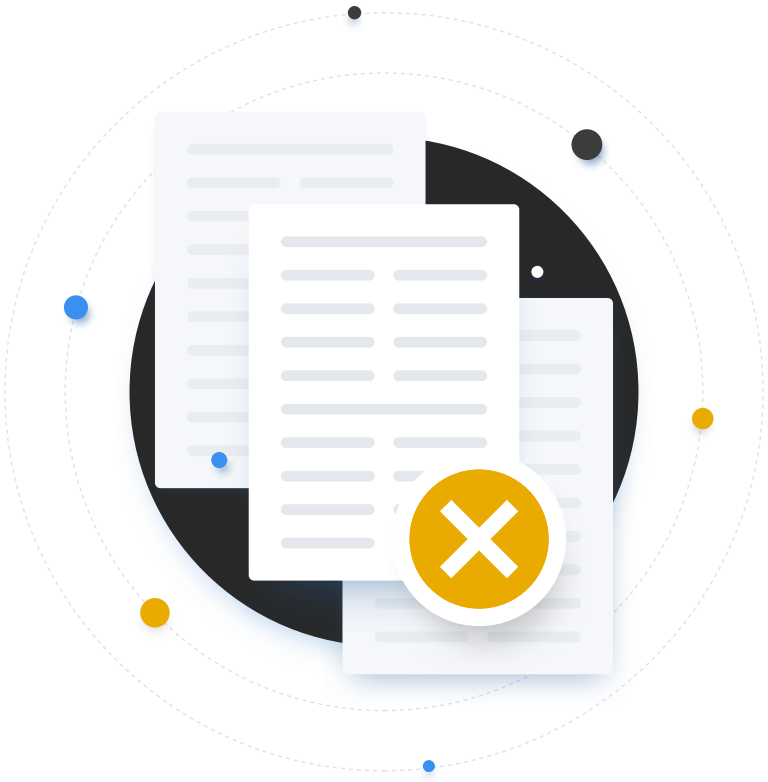
To address the challenges faced by group benefits administrators, here are three key features to look for in a digital group benefits administration solution that will make your life easier.

## 1) A truly all-in-one experience from a single source solution

Oftentimes gathering, storing, and handling employee information can be an organizational scramble, with administrators struggling to handle data inputted from different places and disparate systems. In that, there is a huge risk of inaccuracy.

Digital group benefits administration delivers an integrated plan member experience that's a true all-in-one resource. An automated workflow starts at the initial point of new hire onboarding and triggers a digital benefits enrolment so plan members have an exceptional tailored experience right from the beginning. In addition, plan members and administrators benefit from seamless and instant access to all of this information through single sign on (SSO) technology, rather than having to log in separately to different systems.

With a single source solution, data entry processing is reduced to a single point. The input of employee data syncs and shares seamlessly across human resources, group benefits, and payroll. This streamlines the administration of mass enrolments, automates the open enrolment process online, and simplifies the process of employee benefits management.



## 2) Self-service functionality for your people and guaranteed compliancy

It's a time-consuming task for administrators to be chasing down employees to collect and update their personal information for the purpose of group benefits administration. This persistent pain-point can be resolved with employee self-enrolment facilitated by a digital solution.

With a group benefits administration solution, employees can access their personal data at any time and from anywhere, giving them more control over their information. From the convenience of their smartphones and personal devices, employees are enabled and empowered to make their own updates to their information through a single online system that personalizes their entire experience. Self-management tasks within their control include updating dependant information, accessing their benefit plan information, and enrolling or re-enrolling into company benefit plans. Through the self-service tools a digital solution provides, there is no paperwork or HR assistance necessary. By eradicating paper enrolment forms once and for all, administrators will never have to chase employees down again.

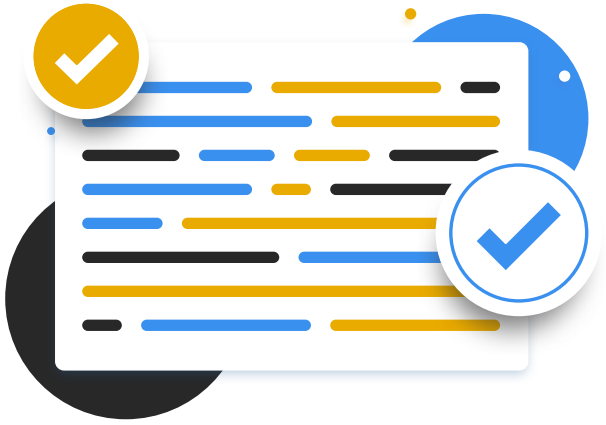
Employee self-service significantly reduces the time and stress placed on administrators. Administrators can instantly approve information directly submitted by employees, thus spending less time making basic administrative updates, such as a change of address. With this freed up time, human resources can remain strategic and efficient—investing in other employee engagement and enrichment initiatives.

## 3) Automated premium management and compliance checks

For group benefits administrators, auditing and handling manual reconciliations can be a continuous, never-ending loop between the insurance carrier bill and payroll reconciliation.

An integrated group benefits administration solution makes it easy for plan administrators to manage group benefits premium allocations, tax treatments and collections from employees. With an automated digital solution, the time-consuming cycle of adjustments and reconciliations between employees' benefits premiums and pay is eliminated, ensuring there are no costly discrepancies between their health insurance bill and payroll.

With digital group benefits integration, administrators can decrease their organization's overall risk to ensure benefits compliance and accurate reporting for life insurance claims, disability claims, worker's compensation, and all other required reporting maintenance.



**Among the list of compliance checks include:**

- Managing the calculation of premiums and accurately taking paycheque deductions
- Keeping track of dates and events that affect eligibility for benefits coverage
- Leveraging rules for coverage, premium, and employer match computations
- Tracking plan eligibility and participation determination

Additionally, with data integration across all departments, risk is significantly reduced. The nightmare of onboarding and offboarding new employees and former employees on your group benefits plan is virtually eliminated and changes in employee status and salary are always synced across the board, ensuring that employee coverage is always up-to-date.

# A fully integrated solution for your needs

An integrated HR, group benefits, and payroll solution makes it easy for plan administrators to stay on top of things, be always up-to-date, and ensure 100% compliance. Among the many advantages of simplified and streamlined benefits management include:

- data entry processing is reduced to a single point and shared seamlessly across all segments
- employees can access their personal data at any time and from anywhere through self-service tools
- compliance checks are automated through the digital solution, eliminating the risk of costly discrepancies

With the guaranteed accuracy of a digital solution, the need to coordinate data from multiple sources is eliminated, reducing both cumbersome and complex administrative tasks along with the risk of human error and discrepancies, making the administration challenges often faced by benefits administrators effectively manageable.

## Get a free demo today

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