

ADP Health and Welfare Services



Realize the benefits of ADP's expertise for Health and Welfare administration and outsourcing

Strategic Outsourcing

Outsourcing has been a strategic management tool for decades, but in today's highly competitive marketplace more emphasis is being placed on the advantages outsourcing can give an organization. Regardless of economic conditions, outsourcing is a best practice. The outsource drivers for companies in a strong economy include the need to focus on core competencies, reallocate resources to more strategic objectives, access to world class expertise, and improve operational effectiveness. Likewise, in a down-turned economy, the need to outsource is fueled by the need to reduce costs, turn fixed costs to variable, and as in a strong economy, there is always a need to focus on core competencies, reallocate resources and gain access to world class expertise.

Health and Welfare Complexity

One of the major operational areas in which companies have discovered the benefits of outsourcing is Health and Welfare administration. Without the ability to outsource, benefit departments are faced with the tremendous strain of open enrollment, required maintenance of employee records, compliance and legislative changes, as well as ongoing system maintenance. The charge to conduct open enrollment, maintain system infrastructure and retain Benefit professionals, having both system applications and functional expertise, can prove to be a costly and daunting task.

The ADP Solution

ADP Health and Welfare Services provides clients with the experience and expertise needed for enrollment and ongoing administration. By outsourcing Health and Welfare administration to ADP, you immediately realize the benefits of our trained staff, administrative systems, IT support, disaster recovery, database management and administrative service functions.

Implementation

The key to a successful open enrollment begins with a proven implementation methodology. Implementation services concentrates primarily on understanding the client's existing health and welfare administration requirements and developing a customized plan for migrating into ADP's cost effective and efficient model. Implementation services include:

- Defining the scope of services to be performed
- Defining specific administrative requirements
- System customization
- Testing of system and administrative processes
- Annual rollover services

Annual Enrollment

After implementation is complete, administration for the next annual enrollment period begins. To ensure the highest level of quality, detailed project management plans are customized and maintained for each client. Annual enrollment services include:

- Calculating all benefit eligibility cost and coverage amounts
- Posting options and prices the enrollment worksheet
- Recording benefit elections and dependent data via the IVR and Web applications
- Support from knowledgeable Customer Service Representatives trained on the client's plans, provisions, and environment
- Verifying benefit elections
- Tracking enrollment status for all eligible employees
- Providing management reporting on the enrollment process
- Computing payroll deduction and cash amount resulting from the enrollment
- Reporting payroll deduction/cash amounts on a data file to payroll
- Providing benefit eligibility interfaces to HMOs, insurance carriers and claim processors

Ongoing Benefits Administration

ADP provides additional services to support annual enrollment and ongoing benefits administration including database management of employee and dependent records, new hire enrollment, and the handling of qualified family status changes. All updates to employee eligibility are sent to the appropriate carriers on a scheduled basis. ADP also produces detail and roster reports for use in determining plan participation level, employee contributions by benefit, and for the facilitation of carrier premium payments.

Customer Call Center

For clients that desire supplemental support, ADP offers live customer service via our Call Center in addition to IVR and Web services. ADP's World Class Customer Service is available during open enrollment and throughout the year to answer employee questions regarding enrollment, insurance coverage's or general benefit plan design and policies.

TODAY ADP

- Serves over 30 million employees worldwide every payday
- Touches another 15–20 million employees through benefits and HR services
- Serves 5,000 large employers (with more than 1,000 employees), including both public sector organizations and multi-national companies
- Moves half a trillion dollars annually through payroll and tax operations
- Prepares and submits employers' quarterly payroll tax returns to about 2,000 U.S. federal, state and local regulatory agencies
- Stands as the only information technology company and one of only a handful of global companies with a "AAA" rating from the leading investment ratings agencies