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# Client Talking Points 2006

for Consultants and Brokers

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## Outsourcing: Retaining management oversight for outsourced services

- Do COBRA and FSA participants submit inquiries and requests online, through an IVR system and via telephone?
- Do your clients have outsourced solutions that offer adequate reporting tools?
- Can your clients view participant inquiries and transactions via a real-time online case management tool?
- Do clients have the ability to give you access to the same data if you wish to have access?
- Are you able to view COBRA and FSA inquiries by transaction type or date to identify specific trends and/or issues?

## Case Studies

An employer is eager to outsource specific benefit administration functions to reduce duties and liability associated with the specific functions. Often when an organization decides to outsource COBRA, Retiree Billing, FSA and/or Commuter Administration, past and present employees may view this as an opportunity to challenge the organization by “shopping” for answers they want to hear and pitting the employer and the outsource provider against one another. Without proper case management reporting mechanisms in place, neither party is able to adequately verify or validate what the outsource vendor has communicated and places the employer in the position of contradicting or reversing the appropriate actions taken by the outsource solution based on the facts.

## Issues

Many solutions offer participant data and statistical reporting but fail when it comes to providing the most critical functions, which are:

- Online interaction with participants
- Employer access to real-time reports and participant interaction notes
- Ability to sort data by specific participant issue or transaction (i.e., eligibility, participant payments, etc.), to identify or isolate potential issues

## Solution

- Employers are challenged to stay current with ever-changing technologies that impact benefits administration, CONEXIS can provide that technology
- With CONEXIS as the administrator, your clients will have an experienced, unbiased third party to handle the challenging questions and situations that pose risks to employers

For compliant, comprehensive and cost-effective benefits administration solutions you and your clients can rely on, contact CONEXIS for a proposal or additional information. A CONEXIS representative is available toll-free at 877-CONEXIS (266-3947) or via e-mail at [CXSALES@conexis.com](mailto:CXSALES@conexis.com).