

Our integrated service offerings

Enabling people to perform at their best



LifeWorks is the leading provider of technology-enabled HR services that deliver an integrated approach to wellbeing through our cloud-based platform. We provide the tools and expertise our clients need to support the financial, mental, physical and social wellbeing of their people. By improving lives, we improve business. Our approach spans services in employee and family assistance, health and wellness, recognition, and pension and benefits administration.

Leading organizations understand that meeting the needs of their employees, plan participants and the people they serve is a critical component of accomplishing organizational objectives. We are uniquely positioned to help our clients respond to new regulatory reforms, changing administration needs, and the emergence of new forms of technology, all based on our proven employee benefits processes, standards and technology experience.

Administrative Solutions

Services: Benefits Administration, Pension Administration

- Client-branded self-service portals
- Advanced decision support tools
- Dependent verification
- Eligibility maintenance and data management
- Premium reconciliation, billing and payment
- Employer/employee direct billing
- ACA tracking and reporting
- COBRA administration
- Total rewards online portal
- Participant communications and fulfillment
- Call center services
- Fully integrated enrollment
- Responsive and mobile friendly
- Retirement decision support and readiness
- Retirement transition support
- Online, real-time reporting
- Beneficiary verification

96.7%

customer
satisfaction rating

9M+

benefits and pension
plan members

2M+

lives supported through
health & productivity solutions

26M+

employees have access
to LifeWorks EAP platform

Health and Productivity Solutions



Services: Family Medical Leave (FML), Short Term Disability, Custom Leaves, Automated All Absence Reporting, Americans with Disabilities Act (ADA)

- Fully integrated, single platform for absences and leaves
- 24/7 web and automated phone system (IVR)
- Built-in regulated federal, state and county/ municipal leaves rules engine
- Real-time notification to all stakeholders
- Online case status updates and reporting
- Document management system (inbound and outbound)
- Communication tracking and management

Total Wellbeing Solutions



Services: Modern Employee Assistance, Wellness, Recognition, Wellbeing Content and Company News Feed Posts, Perks and Savings, Workplace Learning, Development and Training

- 24/7 care access center
- Face-to-face, in-person counseling
- Critical incident support
- Personalized wellbeing recommendations
- Personal and corporate challenges with wearable tech integration
- Digital and telephonic health coaching
- Online cashback
- Participation-driven rewards
- Peer-to-peer recognition
- Reporting and insights

Let us help.

LifeWorks is a global leader in delivering technology-enabled solutions that help clients support the total wellbeing of their people and build organizational resiliency. By improving lives, we improve business. Our solutions span employee and family assistance, health and wellness, recognition, pension and benefits administration, retirement and financial consulting, actuarial and investment services.