



Benefits Education & Employee Advocacy

At PES, we understand the power of education, which was why we developed our Benefits Education Center (BEC). The BEC is staffed with licensed benefit counselors who provide employees with benefits education, enrollment support, employee advocacy, and more. We speak with employees one-on-one to ensure that each one receives the time and attention they need to make the best benefits decisions possible for themselves and their families.

HOW IT WORKS

Clients are provided with a unique phone number that their employees can use to call the Benefits Education Center and speak with a licensed benefit counselor. By issuing each of our clients their own unique phone number, we can track inbound call volume and provide detailed reporting & statistics to ensure an effective roll-out.

MORE THAN A CALL CENTER

Features of the Benefits Education Center Include:

- Inbound Calling
- Appointment Scheduling Technology
- Licensed Benefit Counselors in All 50 States
- Multilingual Services
- Intense Client-specific Training & HIPAA Compliance
- All Calls Recorded For Quality Assurance and Training Purposes
- New Hire Onboarding, QLEs & Employee Advocacy
- Detailed Reporting and Statistics

Employees often need a hand navigating the healthcare system. In order to provide them with the care and support they need, PES introduced our Employee Advocacy and Support Program. Our team provides guidance to employees that may have questions about navigating claims, qualified life events, billing, dependents, and more. We act as the liaison between employees and carriers to ensure that employees feel empowered to take full advantage of their benefits.

BEYOND ENROLLMENT

Features of Employee Advocacy Include:

- Eases the Burden on HR Teams by Providing a Place for Employees to Ask Their Benefits Related Questions.
- Improves Productivity by Quickly Resolving Benefits Related Issues for Employees
- Saves Money by Educating Employees on How to Take Full Advantage of Their Benefit Options

DID YOU KNOW?

- 80% of employees** do not open/read benefits materials.
- 49% of employees** do not understand the benefits materials
- 31% of employees** do not perceive value in their benefits.

-via IFEBP