

Worksite Communications

Enrollment Call Center

Comprehensive benefit packages are becoming more complex for employers and employees. While the average person spends less time planning their benefits than “selecting a restaurant for a special occasion, buying a flat screen TV or buying a tablet,” their benefit elections can be life altering. Due to these vast complexities, Worksite Communications has developed solutions that account for varying touchpoints or enrollment/communication options. By educating employees on their benefits, we are empowering them to be greater consumers for themselves and their families. Our goal is to help employees make informed decisions on their benefit options.

Similar to a one-on-one meeting, employees can schedule an appointment through our Enrollment Call Center. Our highly trained Benefit Counselors will make an outbound call to the employee at the appointed time.

Enrollment Call Center

Worksite’s Enrollment Call Center provides out-bound communication options. Using our proprietary scheduling tool, we can efficiently schedule individual calls. It provides employees an opportunity to discuss their benefit options at their leisure and with anyone (i.e. significant other). Multilingual counselors are available.



Helping employees better understand their benefits

Our consultative Benefit Counselors have educated countless employees and empowered them to make informed benefit decisions. We can do the same for your organization by customizing a solution specific to your organization's needs. You'll benefit from:

Capabilities

- Voice recordings for quality assurance
- Ability to scale the Enrollment Call Center to meet the demands of the employee population
- Data analytics:
 - Enrollment results
 - Employee surveys
 - Enrollment Call Center performance
- Comprehensive communications for all employee touchpoints
- Prescheduled appointments:
 - Toll-free phone number
 - URL link
- Email and text reminders of appointments
- Flexible Enrollment Call Center hours
- Capture unique (client-specific) data via surveys
- Bilingual Benefit Counselors

How can we help to make sure your employees and organizational data are safe and secure?

In any environment, it is important to keep your employees' and your organization's sensitive data safe, secure and current. Our Enrollment Call Center has taken every precaution to secure the data we process and to abide by the highest standards of compliance. Our Benefit Counselors are highly vetted, continually trained and undergo regular background checks in order to give our clients peace of mind when engaging our team.

Security

- Data encryption software
- Voice recordings (Cisco system with Verba)
- Secure link for delivery of Benefit Confirmation statements
- Secure data storage services

How does effective communication and education improve the workplace?

When employees don't understand their benefits, they feel frustrated, make poor personal decisions and/or avoid participating in their benefit plans. This will negatively affect the level of satisfaction for both employees and an employer. Effective communications and employee engagement are vital to optimizing the benefits experience. Experience the difference with Worksite Communications.