

# Introducing Hi-Touch Benefits Administration

Responsive team of benefits specialists

Flexible, client-adaptive technology

Assured implementation success



[www.GoEmpyrean.com](http://www.GoEmpyrean.com)



# Tired of making compromises?

## Then we're designed for you.

Empyrean was born from the very frustrations that many Benefits Directors and HR Managers struggle with daily—inflexible technology that limits your benefits strategy and inadequate support from people who don't know you and don't understand your company's specific needs.

***Empyrean is different.*** We challenge the status quo in benefits administration with a technology-enabled, hi-touch approach that eliminates the compromises that companies had previously been forced to accept.

By developing a powerful yet simplified benefits technology platform with built in adaptability, Empyrean can respond to your demands faster and more efficiently than other providers. And it's our advanced software that enables your Empyrean team to give you and your employees the expert, hi-touch service you need in today's ever-evolving healthcare environment.





A photograph of four business professionals (two women and two men) sitting in a modern office environment with large windows in the background. They are engaged in a discussion, with one woman holding a tablet. The image is overlaid with a dark blue geometric shape containing white text and a bulleted list.

## The result is a benefits administration experience that combines:

- Unparalleled service and support from health and welfare benefits experts who quickly respond to your requests with complete, accurate information
- Flexible, client-adaptive technology platform that empowers you to easily manage current benefits programs as well as future changes to your benefits strategy
- Assured implementation success with a proven process that minimizes risk and provides seamless transitions for companies of various size and complexity

# An extension of your team

Facing pressure to accomplish more with less and cope with a constantly changing benefits environment, responsive service and support from your benefits administration provider can be a life saver. At Empyrean, we get it. That's why we've created a culture of responsiveness unmatched by other benefits administration providers. You work with the same team from day one and throughout our partnership. No repetition, no re-education, no frustration—instead everyone on your Empyrean team is informed, timely and attentive to your specific needs.

## Prompt, accurate replies to requests

What's the value of a service provider if you have to compensate where they have failed? With Empyrean, you can be confident that employee enrollment will be managed smoothly and successfully. Each of Empyrean's highly trained benefits specialists are assigned to specific accounts and are trained on your company's needs, benefit plans, populations and corporate culture. Their primary goal is to assure the rapid, accurate, and courteous resolution to your inquiries and requests.

## Empathetic, domestic call center support

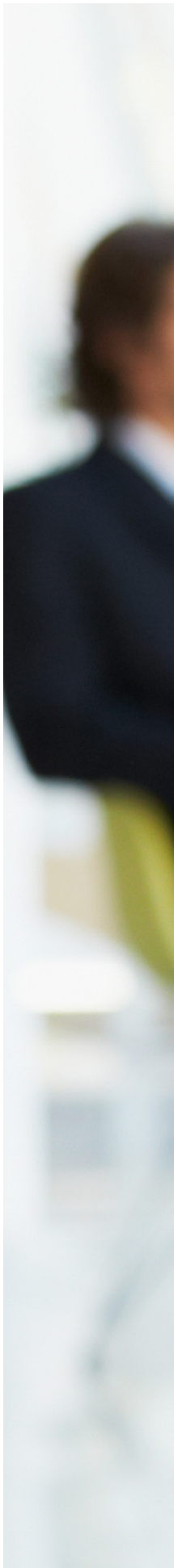
No more complaints from employees about how they can't get the help they need. Empyrean's call center personnel provide you and your employees with service that is immediate, compassionate and helpful. No scripted responses from offshored call centers unfamiliar with your benefit plans. At Empyrean, the same support representative that fields an inquiry is also accountable for closing it. Your employees receive thoroughly researched answers from the original person that received the call, and the vast majority of cases are resolved during the initial conversation.

## Compliance and reporting made easy

Whether you are changing benefits administration providers or outsourcing for the first time, minimizing regulatory risk is an important factor in your decision. At Empyrean we know that proper governance along with tracking and reporting for employee healthcare compliance are essential for a successful benefits administration program. Our expert staff gives you the tools and advice to manage:

- Patient Protection and Affordable Care Act (PPACA) reporting and compliance
- COBRA administration and notifications
- Dependent audits, FSA administration and W2 reporting

A comprehensive set of standardized reports as well as a custom report builder provides valuable insights to evaluate your benefits strategy and enables you to meet regulatory requirements.





# Other providers can't come close to Empyrean's Hi-Touch service

## **Empyrean Hi-Touch Responsive Services** .....

- Dedicated account team who knows your business
- Highly trained domestic call center employees
- Technology-empowered team addresses requests quickly
- Less risk, proven track record of success

## **Large Benefits Administration Providers** .....

- Can't respond quickly to change requests
- No single point of accountability
- Client team can't address complex issues
- Offshored call centers and business processing

## **Small Boutique Providers** .....

- Software focused, limited services available
- Minimal support for HR
- No call center services
- One-size has to fit all



*Responsiveness*

## **NO COMPROMISES**

Fast, accurate  
Personalized

Fragmented processes  
Slow to respond

Minimal support  
On your own

## **MANY COMPROMISES**

# Proven, flexible technology designed *for a perfect fit*

Companies using software with limited capabilities may be forced to simplify their benefits strategy so it fits within the system's parameters. However, Empyrean's client-adaptive technology platform easily scales up or down to fit your unique company situation. Our proprietary platform provides a flexible foundation that seamlessly integrates with other HR systems eliminating potential errors and protecting the integrity of your data.

## Ready for change

When change happens, your benefits system must adapt. You can't always predict when a regulatory requirement, corporate merger, or new labor agreement will demand a response. That's why we built our technology with client-adaptive design that makes our solution your solution. It allows us to manage your current benefit plans alongside new programs within a single unified platform. With your Empyrean solution, you are prepared to accommodate expected as well as unexpected changes that lie ahead.

## An exceptional, empowered experience

Empyrean's intuitive software interface can be accessed from anywhere, at any time and from any mobile device which simplifies benefits enrollment for employees including your remote workforce. The responsive design also provides HR managers real-time access to full system functionality including eligibility, beneficiaries, billing, communications and reporting. As a single platform that supports all aspects of health and welfare benefits administration, Empyrean technology empowers client service teams to implement many system changes directly, without the need for costly development or reprogramming.

## Proven path to implementation success

There's no need to cross your fingers and hope everything turns out all right when you've got a dedicated Empyrean account team focused on mitigating risk and guiding the smooth implementation of your benefits administration solution. Whether Empyrean is your first experience with an outsourced benefits provider or you are switching to Empyrean from a compromised system, our structured requirements gathering process makes that transition as painless as possible.

**Bottom line:** Empyrean has the robust, client-adaptive technology to manage all your current requirements and future changes more efficiently which equates to cost savings for you.

# Why other technologies can't match Empyrean's client-adaptive design

Other providers are limited by outdated legacy platforms or "one size fits all" software. Empyrean's dynamic technology is designed to rapidly adapt to our clients' changing needs, enabling us to respond to your requests in ways no one else can: faster and more cost-effectively.

## **Empyrean Client-Adaptive Technology** .....

- Single platform that integrates other disparate HR systems
- Easily scales to meet growth demands
- Built to evolve with your benefits strategy
- Robust capability simplifies administration and reporting

## **Large Benefits Administration Providers** .....

- Legacy system, outdated technology
- Multiple platforms patched together
- High costs for changes
- Extended implementation times for changes

## **Small Boutique Providers** .....

- Limited system capabilities
- Can't make changes
- Can't scale to growing demands
- Higher risk with limited resources



*Client-Adaptive*

## **NO COMPROMISES**

Adaptive, unified  
Innovative, easy-to-use

Rigid, inflexible  
Difficult, costly to change

Can't scale upward  
Limited functionality

## **MANY COMPROMISES**

# Benefits Administration Without Compromise

There's no reason to settle for benefits administration solutions that force you to compromise when you consider all the advantages that Empyrean Hi-Touch Benefits Administration offers.

- For Employees**
- Enables employees with online education and decision support tools to select benefits that fit their unique needs
  - Guides employees through initial enrollment and ongoing changes by clearly outlining required actions
  - Provides employees with responsive service delivered by expert, empathetic call center representatives that act as an extension of your HR team

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- For Benefits Managers**
- Saves time and money with adaptive technology that streamlines the management of your current benefits program and eases implementation of future changes
  - Gives you prompt answers from an accessible, expert client support team that understands your organization and your specific needs
  - Seamlessly integrates with any HR systems, payroll and other third party platforms for accurate and timely data exchange including real-time data transfer capabilities
  - Promotes employee engagement and efficient communication of your benefits program details tailored to individual participants

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- For HR Executives**
- Maximizes your organization's ability to adapt to business changes and support new program strategies
  - Simplifies compliance with PPACA requirements and other healthcare regulations
  - Creates efficient processes that allow your managers to focus on more strategic business functions instead of managing day-to-day benefits administration
  - Helps attract and retain human capital through clear presentation and communication of employer provided health and welfare benefits

To learn more about Empyrean's Hi-Touch Benefits Administration, contact us at [sales@empyreanbenefits.com](mailto:sales@empyreanbenefits.com) or call 1.800.934.1451. Visit our web site at [www.goempyrean.com](http://www.goempyrean.com).