



*Call Center
Support Services
for Online
Benefit Enrollment*

Improving The Enrollment Process:

eni provides a complete Call Center support service for high-volume online benefit enrollment companies, designed to increase efficiency and participation, all while reducing burden rate to you and your staff. eni's customized solution provides you with enrollment support, as well as education and site navigation services, ensuring your employees and eligible family members have a comprehensive understanding of their specific benefit plan.

Call Center Capabilities Include:

- online enrollment
- call-center recording capabilities
- 24/7 multi-lingual support
- out-reach capabilities
- licensed agents on staff
- strong knowledge of the insurance industry
- on-going training
- variety of tools for accessing benefit information
- a dedicated, toll-free benefit information line and website
- comprehensive information on your entire benefit offering

Call Center Enrollment Services

Caller Support Examples:

By contacting eni's call-center service for online benefit enrollment, callers get support with items such as:

- benefit enrollment
- answers to benefit questions and inquiries
- complete compliance and privacy under HIPAA
- education about their benefit package
- troubleshooting claims and identifying inaccuracies
- providing information and support regarding choosing a plan that works for them

Affordable Care Act:

Our Benefit Information Specialists help employees understand the complexities of the Affordable Care Act (ACA), and how new changes may impact their access to healthcare. Our team can assist your employees by answering their questions about ACA and by providing helpful links to information and resources.

Education:

eni Benefit Information Specialists assist employees with the benefit enrollment process and provide a comprehensive understanding of all benefits.

Benefit Information Specialists will also conduct regular benefit plan documentation reviews, ensuring employees are always getting the most from their benefits.

Enrollment:

Benefit Information Specialist will explain plan options and enroll employees in the plan of their choice. They can also assist with qualifying event changes and ongoing support.

Privacy:

Your employees' privacy will be protected with absolute confidentiality. Sensitive health issues are handled while protecting privacy and/or employer liability under HIPAA.

eni's 24/7 enrollment support and assistance demonstrates the depth and breadth of your complete benefit package. Providing an enhanced caller experience.

