

**BenefitsVIP**  
Help starts here.

## ONE-ON-ONE PARTICIPANT SUPPORT

Corporate Synergies' in-house BenefitsVIP experts deliver the gold standard of employee advocacy and support. Our advocates are personally involved in the employer's benefits program through direct contact with plan participants. Once contacted with an inquiry or issue, the advocate remains involved through the resolution.

### BenefitsVIP is a Different Kind of Support Center

Our advocates serve as a first-to-call resource for each line of insurance coverage, drawing upon an average of 23 years of industry experience to provide compassionate, accurate resolution. The measurement of BenefitsVIP's success is the employee's peace of mind.

BenefitsVIP advocates:

- Successfully resolve 88% of inquiries within 24 hours
- Maintain direct access to carrier and provider decision-makers for swift resolution
- Protect the employer's ROI by turning each participant interaction into an opportunity to guide appropriate utilization through "coachable moments"
- Ease benefits administration burdens on HR staff

BenefitsVIP also captures and analyzes ongoing utilization data to shape employer strategies that guide long-range corporate benefit planning.



**88%**

of inquiries to **BenefitsVIP** are resolved within 24 hours



**80%**

of inquiries are resolved with the first contact to **BenefitsVIP**

“Corporate Synergies’  
insurance subscriber help  
desk [BenefitsVIP] is the  
best I’ve experienced.”

*HR Department Director*

### Synergies360<sup>SM</sup>

Corporate Synergies takes a full view of the insurance landscape, studies it from every angle, pursues innovation where none exists, and transforms this deeper understanding into actionable strategies to protect our clients and their participants. We call our approach Synergies360.



For more information  
visit [corpsyn.com](http://corpsyn.com) or call  
**877.426.7779**

#### BenefitsVIP Participant and HR Advocacy and Support Center

Corporate Synergies provides BenefitsVIP advocacy and support. BenefitsVIP advocates guide plan participants during annual enrollment and throughout the year via phone, fax, email and chat.

#### General Inquires/Plan Utilization

BenefitsVIP advocates:

- Resolve benefit and claims problems, explaining the reason behind the issue to prevent it from reoccurring
- Respond to coverage, service and eligibility questions, including dependent verifications
- Locate participating physicians
- Assist with pre-certification issues for medical procedures and prescriptions
- Provide general support (ID card replacement, benefits information, etc.)
- Handle coordination of benefits
- Deliver ongoing coachable moments

#### Monitoring and Reporting

The client receives a quarterly BenefitsVIP Analysis, which reports on the following metrics:

- Case summaries: average resolution time; estimated productivity savings (hours and cost); number and type of cases handled
- The top three service types
- Contact initiation and type
- Claim types
- Resource support delivered (i.e. ID cards, portal assistance, provider search, etc.)
- Service case tracking
- Factors driving contacts to the support center

#### Benefit Plan Troubleshooting

BenefitsVIP advocates:

- Identify and resolve carrier/provider errors that threaten widespread program disruption