

Call Center Services

Call, email, or live chat our support team for 1:1 human assistance.

Automation is important, but it's not the only solution when your participants need answers. Give your employees access to a full-service customer care center who connect each interaction to a person, not just a file or record.



Our call center offers the following advantages:

- Exceptionally low turnover
- Spanish speaking representatives available
- IVR options for Spanish-speaking clients, as well as translation services for other languages.
- Long tenure and experience (average 3.5 years)
- Evening/weekend callbacks and email response
- Transparent reporting, metrics and visibility



Dedicated Support

- The customer care center is available via phone, secure message, and live chat during our business hours
- We back up our response times with a performance guarantee



Available services include:

- Login assistance with password resets
- Navigation assistance
- Dependent verification assistance
- Enrollment assistance
- Warm transfers to carrier, payroll, etc.
- Urgent enrollment updates
- Educate on available benefits
- Assistance with entering life events
- EOI form navigation assistance



Hours:

7:30 a.m. - 6 p.m. central time

Call Center representatives are not licensed agents and are not authorized to sell insurance or provide advice regarding insurance plans.

Benefits are complex, but administration doesn't have to be.

[Schedule a call today!](#)

