

WE ARE IN THE MARKET!

There are two topics that continue to command most of all meeting time: Tech Credits and API's.

TECH CREDITS

Tech Credits are essentially the subsidy that insurance companies provide to help defray the cost of benefit administration. While it might appear that platforms have dramatically different pricing, it is often just a question of who is paying for the software. With Tech Credits, the insurance companies are paying part of the cost.



Why should you care? For starters, you might need to ask for Tech Credits—depending on the platform and the insurance company, it might not be volunteered. Additionally, as the market matures and employers are moving from one platform to another, an insurance company might no longer feel their subsidy provides any additional enrollment or engagement. Credits are certainly available where they provide efficiency and help lower costs.

WE CAN INTEGRATE WITH ANYONE



Said no one ever with a straight face! The full statement should be “we can integrate with anyone who can integrate with us.” And it's a complicated conversation because integration can take a lot of forms.

Pay attention to APIs that have a better chance of moving data in real time and in two directions. As you are reviewing software solutions, understand by carrier whether data is moving through an API, an EDI, or an 834 flat file transfer.

It's a matter of speed and manual intervention. And if an integration is important to the success of your implementation, be sure you ask how many ACTIVE integrations are with this provider?

DOWNMARKET SOLUTIONS

EASE and Employee Navigator continue to compete for the smaller groups by licensing their software to brokers.



EASE is in the under 250 life space, with the average client size at around 40. They claim 2000 unique agency partners, 80,000 clients, and serve more than 3 million employees. They have created pre-built ACA plans and plan to launch a bi-directional API with Anthem in Q3.



Employee Navigator serves clients of all sizes and continues to find success with their development of APIs. UHC is live, and additional APIs are in development. While subscription fees have remained constant these past few years, expect a slight increase by 2023.

MIDDLE MARKET SOLUTIONS

ADP Workforce Now



The recent announcement of an integration with NYAA creates another opportunity for decision support. This will appear to the user as "Help Me Choose."

Among the functions that are interesting are two that might require a bit of effort but have a big pay off. You will be asked if you have medical insurance and, if so, to provide your carrier and group number. You will be told how much you have accrued to your deductible. This helps to determine possible utilization of a new plan and whether any voluntary benefits might be warranted. Additionally, if you choose, you can do a "soft" credit inquiry that can help you determine your best options for wellness and retirement planning.

alight

Great solution starting at 500 lives. Their WorkLife interface unites Smart Ben, Hodges-Mace, Consumer Medical, and Compass into a reasonably seamless platform.



Solidly in the 1000+ space, their PILOT+ is providing really good navigation and specific user recommendations.



The public sector space, including schools, is always a challenge for payroll integrations and often creates a few extra (and manual) steps. BenTek is no stranger to those green screens and old school DOS systems.

LOW COST/NO COST SOLUTIONS

Selerix supports 26 carriers in addition to a broad GA network who are often willing to provide a benefit administration platform at no cost with the packaging of certain products. When budgets are an issue, and "tech credits" can't get you to the price you need, consider this as an option.



LMCIS - HERE TO HELP

Rethinking your technology strategy?

Let us help with an agency specific plan that showcases your best carrier and solutions partners. Our technology partners have changed dramatically.

Retained basis or one group at a time.

Let us know what your needs are.



SHARE THE KNOWLEDGE

If you are sharing this with a colleague, invite them to join our community.

Send us the contact information and we will add them to our list

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