

Post Open Enrollment Best Practices Checklist

After the open enrollment deadline, companies still have certain responsibilities for employee benefits before moving forward into the next year.

Here are a set of best practices in checklist form to ensure smooth sailings for employee benefits after open enrollment:



<div data-bbox="50 659 99 705"></div> 1. Check for Errors	<p>Insurance carriers can't process enrollments if key pieces of information are missing, so double-check the enrollments to ensure the data employees included is accurate and that all required fields have been populated. A good benefits enrollment solution and process can help make sure that all the required information is collected prior to an employee completing the enrollment process.</p>
<div data-bbox="50 821 99 867"></div> 2. Send Benefits Enrollment Data to Insurance Carriers	<p>Regardless of how open enrollment was conducted, the data needs to be sent to the insurance carriers. This can happen in several different ways depending on how enrollment data is collected, or if there were any changes made. These methods for data delivery can include a broker, manual data entry into carrier software, faxing or emailing enrollment forms, or EDI file feeds.</p>
<div data-bbox="50 982 99 1029"></div> 3. Update Payroll	<p>Benefits changes like new plans or rates/premium changes can impact payroll and result in changes to an employees' deductions each pay period. These changes need to be conveyed to the payroll company or updated in the payroll software being used. If utilizing a benefits enrollment solution, it should integrate the payroll software being used, or at least provide an export that can be sent to the payroll company or imported into the payroll software.</p>
<div data-bbox="50 1144 99 1190"></div> 4. Send COBRA Initial Notices	<p>Changes to the Affordable Care Act (ACA) resulted in changes to COBRA legislation, specifically requiring employers to send initial COBRA notices to employees or their dependents upon enrolling in benefits. Unlike the COBRA Qualifying Event Notice, the COBRA Initial Notice sent to someone enrolling in benefits does not need to be delivered through mail, and can be sent through email instead. COBRA software helps with automating the administration of COBRA and reduces risk of non-compliance.</p>
<div data-bbox="50 1306 99 1352"></div> 5. Circle Back with Employees	<p>Check that employees received their IDs for health coverage and that they understand the details of their policy. The follow-through helps ensure that employees remain satisfied and have the coverage they need for their concerns and their family and eliminate issues when they go to the doctor to learn they were never enrolled in coverage. Also, take note of any employee feedback on the plans for planning purposes when plans are being evaluated for employees next year.</p>
<div data-bbox="50 1467 99 1514"></div> 6. Analyze the Results & Compare Them to the Previous Year	<p>A key part of talent acquisition and retention lies in benefits. In fact, according to Aflac, 79 percent of employees say benefits are "very" or "extremely" important to their job satisfaction. To ensure a benefits offering is in line with employee needs, compare employee participation rates from the previous year and make note of any trends in plan changes.</p>
<div data-bbox="50 1629 99 1675"></div> 7. Create a Benefits Administration Plan	<p>Be ready to handle benefits administration changes throughout the year due to new enrollments, life change events, and terminations. These processes can be automated through a benefits enrollment solution and the benefits changes can be automatically delivered with the use of a carrier connection solution.</p>
<div data-bbox="50 1791 99 1837"></div> <p>Once open enrollment is complete, following these best practices can help businesses streamline benefits processes while reducing potentially costly mistakes. Remember to always keep employees in the loop, maintain clean and accurate benefits data, and utilize the right tools to automate benefits processes.</p>	