Enrollment System Ques

Web Base Enrollment System

1	Is your enrollment platform/system proprietary or leased?
2	If proprietary, indicate the first year it was in live operation.
3	If leased, please indicate the original contract date and when the contract ends.
4	Does your system perform updates in real time?
5	If not, how often are updates performed?
6	Do you provide member self-service mechanisms?
7	Does your system have limitations with regard to importing and exporting data to and from various software systems?
8	If yes, outline those limitations.
9	Is your IT department located internally or is it outsourced? Please explain.
10	Can the County work directly with your IT department to resolve system issues?
11	Does your system perform file feeds to vendors and the payroll system on a daily basis?
12	If not, how often are file feeds performed?
13	What reporting is available to the employer? How frequently? (Eligibility, Participation, Enrollments/Terminations, etc.)
14	Can the employer pull demographic reporting - for example males, females, ages, departments etc.?
15	Can reporting show covered dependents in detail, by plan?
16	Can your system both allow required dependent documentation to be uploaded and also require the employer to approve them before they can complete enrollment?
17	In what ways can employees submit needed forms or verification documents?
18	For employee terminations, can your system automatically inform the COBRA vendor?
19	Who owns the data in the enrollment system?
20	Can you administer enrollment for retirees?
21	Can you administer enrollment for surviving spouses?
22	Is there a character limit for member names?
23	How often are your systems updated?
24	Can the County set up announcements on the system for plan changes year round?

25	Do you have capability for AI chat, for example Alexa?
26	Are you able to provide a single sign on for benefits?
patibility	**Do you have experience with the following vendors?**
28	Do you have experience with the following systems?
	UHC
	DearOchs
	MetLife
	Symetra
	List any others
30	Are there any carriers that you do not work with? If so, please list?
31	What ancillary carriers do you work with?
32	Are there any ancillary carriers that you do not work with? If so, please list?
33	Who is responsible for EDI/Payroll/Carrier file feeds for initial set up of the plans?
35	Who is responsible for the case build and set up?
Implementation/Customer Service	
36	Does your organization have dedicated implementation/ installation resources?
37	The County requires a dedicated employer resource. Please confirm.
38	Describe the minimum start-up time from the date of the contract award to the date that you could begin enrolling a Client group.
39	Can you support self-billing protocols?
40	Is a toll-free number and customer service team available to provide employees with information and to answer questions during open enrollment?
41	If yes, what are the operating days and hours for customer service?
42	Is telephonic support available for employees year round?
43	Will the support line assist with system and benefit questions?
44	Briefly describe the enrollment confirmation materials you provide.
45	Are you able to provide comprehensive training and support to the County personnel?

46	Do you provide enrollment support for new hires and late entrants throughout the plan year?
47	Are you able to process employee life event changes throughout the plan year?
48	Can employees scan and save life change documentation to the system?
49	Can the employer scan and save life change documentation to the system?
50	Can you accept and process data from the County, as well as enrollment forms in any format?
51	Do you have tools and processes for data transformation, import and export capabilities?
52	What limitations do you have for importing and exporting client and vendor files?
53	Have you ever had a security breach?
54	If yes, describe the breach
55	Briefly describe your system backup processes and security.
56	Can your system allow employee to choose Spanish as an option for enrollment?
57	Can the employer see an employee view of the system to assist with employee who may be experiencing roadblocks?
58	Do you have text message capabilities?
59	Will the client be able to make updates to the system, such as premium updates?
ACA Reporting	
60	Do you provide eligibility analysis?
61	Can you provide other required reporting? ADA, IRS, FMLA, DOL, etc?
62	1095-C, posting, printing and fulfillment?
63	Please list any additional services provided

Vendor Answer