

Sapiens EnrollmentPro for Life & Annuities



Healing Your Enrollment Pain-Points

It's become apparent that effective and expedient enrollment requires a modern, digital system. Should insurers build one in-house? Some insurers and providers have done so, only to eventually find (after many years of hard work) that such systems can end up costing them many millions of dollars and countless person-hours. Most insurers looking to upgrade have decided that it is best to focus on their core business and enrollment, not become a technology company. A best-of-breed solution will likely get them to the market faster, with fewer headaches.

On the insurer side, it is necessary to ask the right questions, collect that information, and then input it into an automated underwriting tool or rules engines to check eligibility. If the worksite benefits provider is collaborating with a third party, it will be necessary to integrate the respective systems to ensure that the correct information finds its way to the appropriate forms. Surprisingly, many insurers are still using paper and manual processing, which significantly slows down enrollment and hampers the customer experience for employees.

From the employee perspective, why should the benefit process be different from the digital, tailored, immediate and self-service experiences they enjoy daily in almost all other areas of life?

The Solution

Sapiens EnrollmentPro (formerly known as StoneRiver's Worksite Enrollment solution) provides full benefit enrollment capabilities and can handle everything from an initial benefit offering, through renewals and ongoing, open enrollments. It is based on our proven and innovative technology. Employees and administrators will be able to complete the benefit selection process in minutes. That process will be followed by a fast confirmation of benefits, including all the back-end reporting and data integration required for the completion of that enrollment.

Our solution can handle all types of benefit selection scenarios,

from agent-assisted, through self-enrollment. Sapiens EnrollmentPro is a versatile, end-to-end solution. We provide all the information and rules, but the other party enjoys the comfort of using its own user interface.

Sapiens EnrollmentPro solution can plug into an exchange and/or it can be used as a standalone platform for a single employer's own benefits. It can also be broker-assisted and offer self-service. It is a single system that can be easily and quickly accessed by many different authorized users across organizations.

Business Benefits

Sapiens EnrollmentPro offers employee benefits providers consistency, automation, consumer and employee self-service, and a 360-degree view. In addition to being able to complete the benefit selection process in minutes, worksite benefits providers will also enjoy greater consistency. Rates and values are standard, because they are derived from the carrier system, as opposed to being entered manually into the broker system. This automation provides consistency and a faster set-up time.

The solution can integrate with your policy administration system to retrieve information on each enrollment and verify the status of existing benefits, to offer a **360-degree view of the customer's coverage**. For instance, employees receiving disability income may not be eligible to receive additional disability benefits. Enrollers can see what's already on the books and provide the amount of coverage they are legally allowed to add for that benefit.

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Other benefits include:

- Consumer/employee self-service – employees can self-enroll through their human resources (HR) system. They are guided by an intuitive user interface through the options. This fits in well with today's digital age of immediate and automated services.
- Trusted accessibility – the solution is compatible with exchanges. The products, rates, rules and application questions are in the same system being accessed in different ways, via different channels, by disparate users. The carrier who is providing these benefits knows that the right rules are applied, so it doesn't have to recreate the environment every time it uses a different distribution channel to sell benefits.
- Scalability – the system can handle anything from the smallest employee group, to tens of thousands of employees.

Innovative Features

The Sapiens EnrollmentPro solution possesses a dynamic enrollment set-up that will enable you to define who the enrollment is for and which products are available for that enrollment. For enrollments involving multiple people across an organization, the system will determine which locations are involved.

Administrators can also set-up various templates for each benefit and select pre-set options. This leads to faster time to launch of new enrollments products and a streamlining of the election process.

Currently, many insurance companies spend time determining which benefits different classes of employees (senior level management, part-time employees, etc.) are entitled to and then manually input those different packages into their

enrollment systems. Sapiens EnrollmentPro solution allows for carrier-defined packages, as well as custom packages for individual employers, which speeds the process.

Sapiens EnrollmentPro solution offers the ability to import census files. Demographic information, such as an employee number and date of birth, can be imported so that employees don't have to recreate the information every time and better accuracy is maintained. Large businesses with many branches in different geographical areas can quickly identify employees via the branch location and the employee's unique ID. With all the information pre-loaded, providers can focus on explaining the value of the benefits.

Learn More

For more information, please visit us on the web or contact us at:

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About Sapiens

Sapiens International Corporation empowers insurers to succeed in an evolving industry. The company offers digital software platforms, solutions and services for the property and casualty, life, pension and annuity, reinsurance, workers' compensation, and financial and compliance markets. With more than 35 years of experience delivering to over 450 organizations globally, Sapiens has a proven ability to satisfy customers' core, data and digital requirements. For more information: www.sapiens.com.