

ADP National Account Services

Solutions for:

- Payroll
- Human Resources
- Benefit Services
- Time & Labor Management
- Tax and Financial Services
- Screening & Selection Services
- Managed Services
- Global Solutions



ADP Health and Welfare — e-Self-Service

Empower employees and improve satisfaction with e-self-service access to benefits information

Highly valued employees are your greatest asset in today's shifting marketplace. To attract and retain talent, employers can now empower employees with the benefits and versatility of using e-Self-Service for Health and Welfare open enrollment and life event changes. This web-based and Interactive Voice Response (IVR) self-service option can reach a widely dispersed employee population. Both self-service front-ends read and write to a common database that offers both employees and managers cost effective and seamless anytime/anywhere access to their personal data and tools to make benefits choices and updates. Health and Welfare e-Self-Service offers functionality such as dependent processing that differentiates ADP in the marketplace.

Streamlined and Cost Effective

Web and IVR interfaces share common databases for both employee data and business rules. Business rules are programmed once and applied to both interfaces, thus providing the following benefits to employers and users:

- Transactions are immediately reflected in the web and IVR systems
- Accurate data collection
- Seamless user experience across both systems
- Streamlined implementation process

Administrator Access

A tiered administrative access structure allows for varied authority levels and access to data as well as override functionality. An administrator's access ranges from read-only, to the ability to perform transactions on behalf of an employee, to override, including changes outside of the preset business rules. An administrator is also given the capability to track employee activity.

Dependent Processing

ADP Health and Welfare e-Self-Service offers employees dependent processing functionality, a tool that sets ADP apart in the self-service market. Based on appropriate business rules, employees are able to maintain dependent information using either the web, or IVR, including the addition and deletion of dependents from the database. ADP dependent processing offers many detailed and customizable features such as:

- Manages the application of rules surrounding eligibility for coverage on a plan by plan basis to accommodate for different sets of rules over different plans.
- Handles business rules for domestic partner processing, domestic partners' children, and other adult/child relationships, including court-ordered dependents. Specific relationship codes are defined on a per-client basis.
- Collects and maintains student and disabled indicators to ensure that overage dependents retain coverage according to client-specific business rules.



Flexible Web Solutions

ADP Health and Welfare e-Self-Service helps employers boost user acceptance and avoid costly training because the web interface is designed to be integrated with existing intranet or portal look and feel.

There are three pre-built navigational templates from which to choose, ensuring user familiarity across multiple sites and custom graphics to retain existing web presence.

Make Our Experience Yours

ADP has a 50-year track record in providing outsourcing services for large companies. In fact, our client retention rate is the best in the industry. We have over 5,000 National Account Services employees dedicated to providing the highest quality service to our 5,000 clients, each averaging 3,500 employees. Given this experience, combined with a strong financial backing and commitment toward proven best practices, you can count on a productive partnership with ADP—both now and in the future.

ADP Health and Welfare — e-Self-Service

Features

- Customizable
- Best Practices
- Enhanced
- Versatile
- Cost effective

Benefits

- Tailor e-Self-Service systems to reflect your existing corporate web identity.
- Streamline implementation and reduce errors by using common business rules for both Web and IVR self-service tools.
- Refine your users' experience with the addition of detailed dependent processing and intuitive navigation.
- Integrate e-Self-Service with ADP Health and Welfare Administration offerings or your in-house ERP benefits system.
- Liberate HR staff from repetitive inquiries and tasks.