

## HEALTH ADVOCACY CALL CENTER

MyWorkplace's Health Advocacy Services streamlines employee benefit education, navigation and enrollment. Employees are guided through the entire enrollment process within one phone call, from the initial contact to MyWorkplace's Benefit Information Line, to benefit education and selection assistance.

Utilizing MyWorkplace's innovative administrative software, Health Advocates will provide benefit education and enrollment support. All calls are answered live via a dedicated toll-free number, offering access to employees 24 hours a day, 7 days a week. After hearing a prerecorded disclaimer, all callers are immediately connected with a highly qualified Health Advocate that will answer their questions, provide them with the resources they are seeking, and guide them through benefit selection. Health Advocates will soft transfer individuals to carriers or advocate on their behalf to ensure all employees receive timely, thorough support.

With average speed-to-answer and abandonment rates well below industry average, along with a first call resolution rate of over 80 percent, MyWorkplace's skilled team, guided by streamlined processes, will maintain and elevate your reputation for exemplary service delivery.

MyWorkplace's processes guide every aspect of our service delivery. This focus on process across all programs, services and decision-making throughout the company represents our trust in the value and success of integration. Through the integration of internal teams and external services, MyWorkplace provides the most agile and relevant solutions to meet your needs.

MyWorkplace's strict data management and access policies ensure the proper storage of employee information within the administrative platform. Permission-based access guards data from unnecessary views and offers limited access to an as needed basis. Due to MyWorkplace's dedication to remaining SOC 2 compliant, all data sharing must be deemed necessary and appropriate and must be accessed directly through MyWorkplace's system or via an encrypted file to ensure full confidentiality.

All data is efficiently entered, securely housed, seamlessly organized and easily located within MyWorkplace's proprietary administrative platform. This single location for all data and information allows Health Advocates to immediately provide the most accurate and up-to-date information to each and every caller. Health Advocates only have to access one single source for all employee data. The Special Administrative Notes feature goes beyond basic information storage to ensure Health Advocates receive notification of important dates and information of an employee's file.