



## Agency Services

### Internal Operations/Agent Facing

Ebix/HealthConnect provides significant functionality for automating internal operations, including automated quoting, prospect and renewal tracking, forms, service issue tracking, physician and network analysis, and much more. HealthConnect also has an extensive array of ancillary insurance lines that can be automatically quoted with medical.

### HRConnect/Client Facing

Agents can differentiate themselves versus other agents, meet the competitive threat posed by payroll and PEO companies, generate additional revenue streams and increase client retention through HRConnect, an innovative portal provided by agents to their clients. HRConnect has core functionality to assist the agent in servicing their client's benefit plan administration needs, but additional functionality that can be purchased by the employer to achieve a single system that addresses all of their HR needs.



## Internal Operations/Agent Facing

**Quoting:** Ebix/HealthConnect offers the nation's premiere quoting system for agents. Through Ebix/HealthConnect, agents access multiple carriers in multiple markets, all within seconds. Ebix/HealthConnect offers a variety of quoting paths that have been enhanced and refined over the years by over 10,000 agents that have produced over 20 million quotes. Ebix/HealthConnect also offers an extensive selection of offerings from ancillary carriers that can be quoted easily with medical.

**Network Analysis:** Ebix/HealthConnect gathers and conforms all of the physician data for multiple carriers in a given market. Users can search, analyze and report on providers based on geography, address, network affiliation, hospital affiliations, specialty and language. All of this is available at the user's fingertips.

**Agency Management:** Tracking, information, and contact management tools are all linked into the quoting system to make Agency Management effortless and efficient.

**Administration and Control:** Agents have complete control over their systems. They can monitor and report on all activity, limit and expand user rights, and choose what content and features they wish have available to those in their agency.

## Why Ebix/HealthConnect?

**Powerful Product:** Ebix/HealthConnect is simply without peer in the provision of automation solutions for agents. No other service combines Ebix/HealthConnect's features and functionality for small group quoting, let alone combine such capabilities with other critical components such as network analysis, agency management, HR, etc.

**Proven Results:** 10+ years, 50+ carrier implementations, 40+ GA's, 2,700 Agencies, 17 markets and 20 million quotes later, HealthConnect is the undisputed market leader in the employee benefits sales and service automation sector with 100% client referenceability.

**Impact:** Agents see an immediate impact to their operations after adoption of Ebix/HealthConnect. Employees previously dedicated to manual tasks are freed to focus on client servicing and new sales efforts. Ancillary revenue is increased as well. Most important, however, through HRConnect, agents achieve competitive differentiation and tie themselves inextricably to meeting the needs of their clients.

**Trust:** Ebix/HealthConnect is focused on serving the health insurance agency community. The best proof statement of this—2,700 agency clients, many of whom have been clients for 10 years or more.

## HRConnect/Client Facing

**Benefit Plan Administration:** Of all the HR needs an employer must address, effective benefit plan administration is the most important to their employees, and causes the most questions. Through HRConnect, employers and employees can view benefits, compare plans, access carrier information, complete enrollments and perform all tasks necessary to manage their benefit plans.

**COBRA, FSA, Voluntary and CDH:** There are a variety of vendors that provide services to assist employers with the management of their benefit plans. Ebix/HealthConnect has partnered with several of these firms to enable brokers to offer their clients a single system for managing all of their employee benefit plan needs.

**Payroll:** Agents are under increasing competitive threat from payroll companies and PEO's, which increasingly offer a single HR solution to employers, including the provision of benefit plans. Agents can meet this threat and achieve increased revenue and retention by offering a payroll service seamlessly integrated with the benefit plan administration system they offer their clients.

**401k:** Another critical component of HR is 401k. Through HRConnect, agents can offer their clients a seamlessly integrated 401k service. Agents can establish a direct working relationship with Ebix/HealthConnect's 401k partner and market the service directly themselves or jointly market with a list of financial consultants in your area.

**HR Consulting:** Business owners need HR information, resources and expertise to optimize employee productivity and reduce exposure to costly lawsuits. Ebix/HealthConnect has partnered with leading firms that can assist your client to address these needs and integrated their service offerings onto HRConnect.

**Seamless Integration with "Agent Facing" System:** HRConnect is set up and maintained by the broker. Information in HRConnect is pulled from data already available in Ebix/HealthConnect, such as group, census and plan information, so set up is completed rapidly, typically in a few minutes.

## Why Ebix/HealthConnect?

**Unique Product:** HRConnect is the first and only HR system that is provided by agents to their clients that meets all of their clients HR needs including payroll.

**Proven Results:** Countless agents use HRConnect extensively in their daily operations with considerable success.

**Trust:** Ebix/HealthConnect is focused on serving the health insurance agency community. The best proof statement of this—2,700 agency clients, many of whom have been clients for 10 years or more. ■



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