



Software + Services = A Better Benefits Experience

At PlanSource, we believe that the best way to build a better benefits experience is by combining best-in-class software with a range of high-touch benefit services. This simple equation provides brokers and employers with a complete solution that can help busy HR departments work more efficiently and focus on strategic initiatives rather than tedious tactics.

Employee Contact Center

Let's face it - navigating the health care system is complex, with multiple parties involved, so it's no surprise that employees need help. That's why we believe that one of the most important things we do at PlanSource is to provide an employee contact center. We don't just educate and help employees get enrolled in the right plans, which is important, but we also advocate for employees throughout the year, helping them with claims issues and questions about their coverage.

Why Employee Contact Center?

Guide Employees

Your employees will be guided to the insurance plans that meet their individual needs.

Provide Great Service

Employees will have access to an entire team of benefits experts to answer their questions.

Simplify the Complex

Our reps take complex benefits concepts and explain them in easily understood language.

How Can the Employee Contact Center Help?

Login Assistance

Passwords get lost and security questions get forgotten – but fear not, we’re here to help. In fact, it’s one of the most common questions we get.

“How do I?” Questions

Your enrollment system is intuitive and easy to use, but that doesn’t mean help isn’t needed sometimes. We’re happy to help when you need it.

Advocacy and Benefits Help

Whether help is needed to select, understand or correctly use the products that have already been selected, we have a staff of experts waiting on call.

Contact Center

Locations

Salt Lake City, Utah
Orlando, Florida

Hours

8 AM to 11 PM ET
Monday - Friday

- 100% of inbound and outbound calls are recorded
- English and Spanish-speaking representatives
- Translation services offered for 200+ languages
- Licensed agents available

Features at a Glance

- Password and login assistance
- Technical support
- Benefits education and guidance
- Phone-based enrollment
- Employee advocacy
- Lost card assistance
- Claims and billing triage
- Urgent coverage resolutions
- Life event assistance

How Employees Get in Touch

 By phone

 By chat

