



# FAQ: Enrollment Support

## Gallagher Small Group Solutions

### What types of enrollment support are available?

Employers choose benefit offerings based on what employees need and prefer. Our enrollment team works with you to develop an effective enrollment strategy, designed to inform and engage employees based on their preferences. Our omni-channel approach can include a variety of digital and paper options that help employees understand their benefit options, then enroll in the coverage that fits their needs.

### The options:

**VoluntaryWorks™** — A multi-carrier, virtual enrollment capability that is facilitated by licensed benefit counselors offering 1:1 solutions for groups with 10+ lives.

**Nayya** — A guided decision support tool that provides employees with personalized benefits recommendations, including medical, based on their attributes and lifestyle. Available for groups with 50+ lives.

**Educational Support** — This includes virtual group meetings, in person group meetings, and personalized informational videos. See chart for details.

**Communications Campaign** — This can include postcards/ mailers, payroll stuffers, letters, product f lyers, product videos, emails and posters. Digital only support is available to groups under 100 lives.

### What do I need to know about VoluntaryWorks™? To get started you need:

- Minimum 1 Guardian voluntary product
- Set up — 3 weeks prior to the enrollment period once all information is received
- Enrollment Technology — Any online enrollment platform
- Level commissions and no commission splits

### VoluntaryWorks™ program highlights:

- Multi-carrier enrollment, including medical
- Employee online scheduling system
- 1:1 virtual meeting with a licensed benefits counselor
- Available in English and Spanish



Option	Group size	Lead time
<b>Virtual enrollment event</b>		
VoluntaryWorks™	10+	3 weeks
Webinar	10+	5 bus days min
<b>In person enrollment event</b>		
Group meeting	50+	5 bus days min
<b>Decision support</b>		
Nayya	50+	3 weeks
Personalized Video	10+	5 bus. days min
Communications	See page 2	

### What do I need to know about Nayya?

Using state of the art decision support and benefits guidance, Nayya personalizes each purchase and usage decision for consumers. By leveraging big data and our AI engine, we increase savings and transform benefits engagement.

Nayya increases consumer participation which increases consumer savings.

- **Simple, Guided Process:** Nayya engages employees by providing them with a virtual enrollment tutorial — asking them questions to help tailor recommendations.
- **Personalized Recommendations:** Nayya provides personalized recommendations based on consumers' unique attributes and lifestyle.
- **Financial Education:** Nayya breaks down recommended plans by cost — removing the guesswork by breaking down plans by costs and future savings.
- **Level commissions and no commission splits.**

#### **What types of educational support are offered?**

We bring a range of options including, web-based and digital engagement options that offer personalized and focused enrollment education support.

**Virtual Meetings** — Webinars can be held on one of our webinar platforms (MS Teams or On24) or your platform. We will provide this support option for groups with 10+ lives for new business and add-issue clients. \*Mandatory attendance is required.

**In Person Meetings** — Requests for in person support by benefit counselors must be approved as an exception at this time. We will provide this support option for groups with 50+ lives for new business and add-issue clients. \*Mandatory attendance is required.

**Personalized Videos** — We will create a PowerPoint with a personalized voiceover. The video is hosted on our platform and a link is provided to share with employees or post on your intranet. We will provide this option for groups with 10+ lives for new business and add-issue clients.

#### **What types of communication support is offered?**

- **Digital Offerings** — This can include emails, product flyers pdfs, product videos and pdf posters. Digital support is available to groups with 10+ lives.
- **Direct Mail Printed Materials** — Includes postcards/ mailers, payroll stuffers, letters, product flyers and posters. Available to groups with 100+ lives.