

A Best Practice Approach to Communicating Further Benefits to Employees Support for your employees when and where they need it

	PRE-ENROLLMENT	ENROLLMENT	POST-ENROLLMENT	MEMBER EXPERIENCE	
AWARENESS AND EDUCATION	Introduction email for managers and employees (included in Communication Playbooks)				
	Employee home postal mailing (Employer resource)				
	C	Open enrollment presentations			
	Announcement and reminder emails (Employer resource)				
EVALUATION AND RESEARCH	Communication Pla Includes: Essential Guides, Fact Sheets, FAQs, Vi Health Savings Acc Health Reimbursement Flexible Spending A Dependent Care Assistan Voluntary Employees' Benefic	counts t Accounts accounts accounts accounts accounts			
	<u>Calculators</u>				
SELECTION			Enrollment confirmation (Employer resource)		
			Employee self-service tools (Employer resource)		
		<u>Forms</u>			
WELCOME				Welcome packet with SA ID (postal mail)	
£Ç.				Member portal login and access	
ACTIVATION			Mobile app o	ownload, login and access	
ONGOING TOOLS AND SUPPORT			Learning Center onlin	ne reference guide: <mark>Getting Started</mark>	
			Furthe	r Customer Service	
	Learning Center				