



Benefits Administration

We deliver large provider technology with unparalleled customer service

Benefits Administration for Eligibility & Enrollment

Navia's Ben Admin solution uses a cutting-edge technology platform to enroll your employees and engage them throughout their benefits journey. We deliver a fast, simple, and easy user experience. Most importantly, we work hard to remove administrative burdens for our clients. Many Ben Admin platforms have self-service modules, but we build upon the platform's outputs to adapt to our client's needs. We provide in-house administration for a full suite of benefit services and deliver a streamlined solution with one website, one dedicated service team, one call center, and one integrated user experience for employers and participants.

Common Challenges

Without a consultative, nimble, and responsive partner, your team will continue to be jammed with administrative tasks. Mid-market employers (1k-10k people) often get the "B team" with larger vendors, and a canned solution. Common challenges we hear include:

- Support team turnover
- Cumbersome administration because vendors push the work of gathering data, plan requirements, testing, etc. to the client
- Rigid solutions with no flexibility and adaptability
- Long wait times for support--"we'll add you to the queue"
- "Pass the buck" customer service responses--"pull it from the platform"

Key Benefits

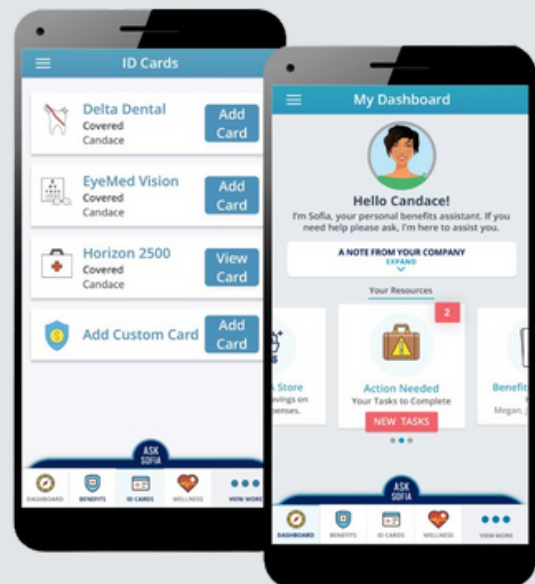
- White glove administration
- Customizable and adaptable platform
- Executive Relationship Manager
- AI chat support 24/7
- 100% US-based, live customer support

A personal benefits assistant is available 24/7 in many languages



Sofia resolves 87% of her chats successfully!

AI CHAT



Navia Ben Admin Solutions

We listen to you

Avoid cookie-cutter solutions that don't meet your needs

Our nimble teams are willing to adapt to each client's unique needs and provide exceptional support. We provide solutions to obstacles, share our best practices, and collaborate with your team to achieve your organizational objectives.

High-touch support

Don't wait in a long queue to get support

When you need the Navia Team, you don't submit a work ticket or get stuck in a work queue. Our team adeptly manages acquisitions and divestitures with tremendous flexibility and eleventh-hour changes.

White glove administration

Eliminate administration burdens

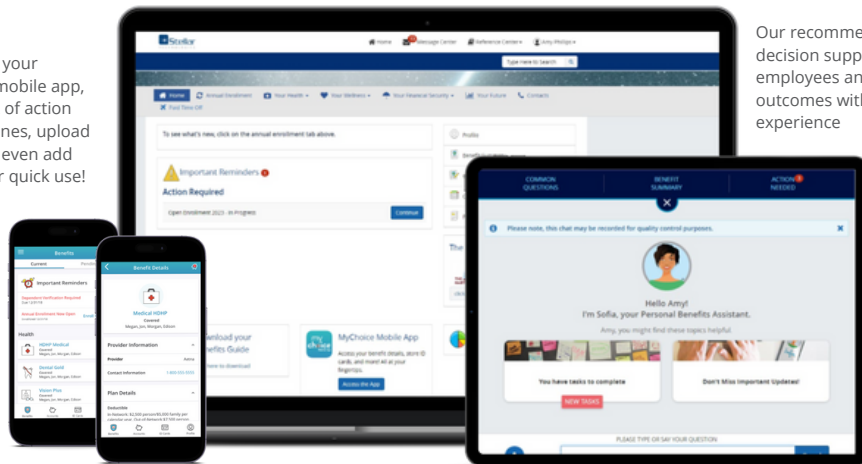
Our team handles many functions other vendors can't or won't. We reach out to your plan participants for Dependent SSN information, resolve ACA errors in real-time to avoid a year-end scramble, resolve complex situations like dual enrollments, track and resolve all carrier file issues, and much more!

Data-driven for better decisions

Stop guessing how to make your product better

Analytics and trend data provide valuable insight into how employees are using their benefits and plans to help refine your benefit offerings and make strategic business decisions that align with your organizational goals.

Enroll or change your benefits on the mobile app, easily keep track of action items and deadlines, upload documents, and even add your ID Cards for quick use!



Our recommendation engine and decision support tools engage your employees and guide them to better outcomes with a personalized user experience

Ben Admin Product Features

Navia's clients have access to industry-best features and capabilities:

Employers

- Enrollment (custom/configured platform for New Hires, OE, and Life Event/Status Changes)
- Eligibility data management
- COBRA management
- Full ACA suite - tracking, timely notifications, and reporting
- Call center support with Sofia AI Chatbot
- Consolidated monthly carrier/vendor billing
- File import/export dashboard & payroll compare
- Total Compensation Statements
- Payroll deduction/closed loop payroll
- Dependent Life Verification - EOI
- Document storage and delivery

Participants

- Mobile app with full enrollment capabilities
- Decision support tools with recommendation engine, side-by-side plan comparison, deduction calculator, and a multitude of different calculators covering investments, taxes, savings, and insurance topics
- Comprehensive communications--customized and targeted messaging
- AI Chatbot who acts as a personal benefits assistant. Chat is available 24/7 with conversational enrollment and many languages available
- Customized look and feel with company branding

Connect with us today

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www.naviabenefits.com

navia health



Health FSA
HSA
COBRA
MEC
HRA
Direct billing
Scheduled HRA
Self-funded dental & vision
Ben admin

navia life



Daycare FSA
Lifestyle
GoNavia
Adoption
Education benefits
Home office
Retirement plans

navia compliance



5500
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