

# HR Communication Portal

CONNECT • COMMUNICATE • ENGAGE



401K CARRIERS EMPLOYEE HANDBOOKS RESOURCES COBRA  
POLICIES CONTACTS POLICIES RETIREMENT WELLNESS FOR  
ONBOARDING PORTAL INTRANET FORMS LIFE EVENTS ONBOARDI  
FSA COMPLIANCE POLICIES 401K FSA RECRUITING HRIS  
PAYROLL BENEFITS COBRA FAQ COMPLIANCE CRM ONBO

# Healthx Provides the Leading Engagement Solution for Employers

The need for employers to engage their employees is becoming more important than ever. Employers can drive this engagement in today's complex business environment using Healthx. Healthx has been transforming communication to engagement by delivering the right information to the right person at the right time... and in the right way. Helping employers minimize administrative efforts in order to focus on their core competencies and goals, Healthx maximizes engagement with industry leading, online, self-service HR Communication Portals. Learn firsthand how Healthx's portal technology brings an unparalleled engagement solution for employers.



## Put all Human Resources & Benefits Information in One Place

Healthx brings HR Communication Portals that allow employers to provide its employees a single point of access to all HR and benefits information. Employees have one place to find:

- Company information and workflow processes
- Health benefit plans and coverages
- Flexible Spending Account (FSA) information
- Payroll information
- 401(k) information
- HR forms like W-4 or family change status
- Wellness information



## Easier for the Employee... and a Cost Savings for the Employer

The convenience of having everything in one place allows employers the opportunity to effectively message and communicate with its workforce. With 24/7 online access, employees have all of their HR and benefits information whenever and wherever they want to review it. Employees will turn to the portal for common information resulting in fewer phone calls for HR departments. Automating workflow processes allows employers to significantly reduce paper and tedious administrative tasks while increasing employee engagement and appreciation.



## Getting Started

Whether employers are making their first step toward embracing the benefits of technology for the delivery of HR and benefits, or are in a position to enhance what they currently have; Healthx has a solution to help them achieve their communication and engagement strategies. At minimum, a Healthx HR Communication Portal may consist of:

- Secure site branded with company logo and colors
- Profile management providing secure management of user names, passwords, and security questions
- Pages for content such as benefit plans and information updates
- Live links to third party vendors
- Secure, automated workflows that replace paper processes and streamline routing

# Upgrading the Portal to the Next Level

Healthx HR Communication Portals are designed to be flexible and adjustable to meet employer needs and requirements as they evolve over the months and years to come. Employers are able to embrace choice and change by selecting the vendors and applications that meet their specific needs at any given time... and when they don't. Even when carriers and third party vendors change, Healthx portals can be easily and affordably adapted and modified with no disruption to the employee experience. Healthx offers services to facilitate these expectations; and as a means to continue to help employers increase engagement and to support their strategic long-term business plans.



**Single Sign-on (SSO)** – SSOs provide the ability for employees to log in with a single ID and password for complete access to all of their HR, benefits and company messaging. Single Sign-On (SSO) allows for authentication and integration with all vendors eliminating the need for links and multiple logins.



**Communication System (CommSys)** – Enables inbound and outbound communication between administrators and employees utilizing five unique modes: SMS/text messaging, email, fax, automated voice messaging, and regular U.S. mail.



**Express Request (ExR)** – A workflow management tool that allows the secure automation of any HR process (i.e. new hire, termination, transfer, address change, enrollment, etc.).



**Content Management** – Assures that employees see only what is applicable to them based upon various criteria. Requiring data to manage this service, Content Management may include:

- Login credentialing
- Document management
- Programs & services management



**Application Marketplace** – As a result of its extensive client base, Healthx maintains and makes available optional best-in-class vendor partnerships including wellness and enrollment solutions. Leveraging a client base of more than 11 million members, Healthx brings these solutions to its clients for pennies on the dollar.



**Report Distribution** – Securely houses and distributes reporting to specific users.





# Create a Single Point of Access to all Communications and Benefits

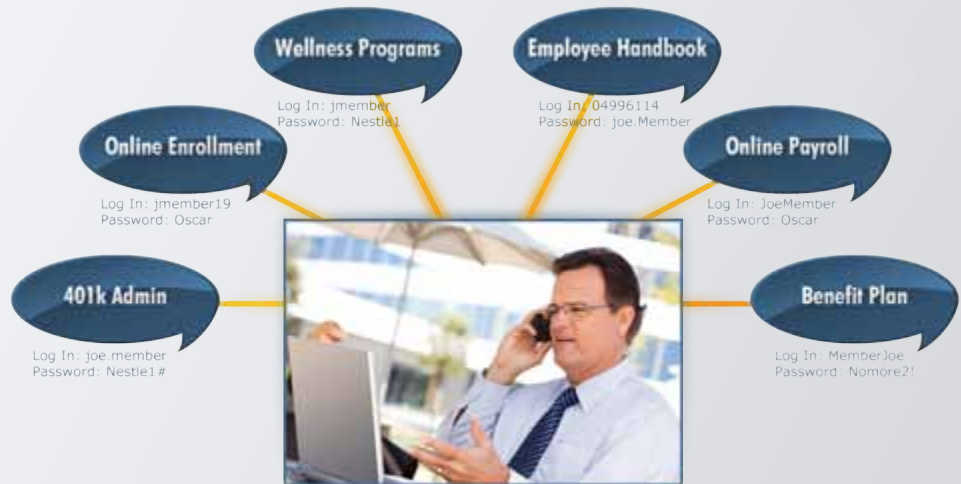
## Using Single Sign-On (SSO)

Take your HR Communication Portal to the next level with Single Sign-On (SSO) capabilities. Employees get all of their HR and benefits information in one place and only have to utilize and remember one ID and password. For example: An employee can access payroll information, view health plan options, access the company wellness solution, etc. ... all from one site, one password.

Today's reality requires multiple logins for access to multiple, disparate systems and applications creating a barrier to engagement. The Healthx Single Sign-On service connects third party vendors behind the scenes creating a single point of access. Employees go to one portal and log in only once for complete access to HR, benefits, and company information relevant to them. Enabling online self-service 24/7 increases HR's ability to communicate more effectively and efficiently with its workforce; and frees up resources to focus on the important objectives.

### Before Healthx

Most common portals simply provide links to 3rd party applications requiring multiple logins; creating a barrier to engagement.



### After Healthx

Utilization of Single Sign-On (SSO) allows secure authentication and integration with all vendors; eliminating the need for multiple logins; therefore effecting greater access and utilization of benefits.





## Don't just communicate with your employees... Engage them

### With the multi-modal Communication System (CommSys)



Communicate effectively with employees by leveraging the Healthx Communication System (CommSys). This multi-modal Communication System enables inbound and outbound communications between administrators and employees utilizing five unique modes, including: SMS/text messaging, email, automated voice messaging, fax, and regular U.S. mail. CommSys allows employees to elect which modes of communication they are most comfortable with.

Employees are more likely to become engaged if they have the ability to elect how they want to receive and send information. Understanding this, the multi-modal Communication System allows information of choice to be delivered with the touch of a button, and received in the modes preferred by each employee. Integration of the CommSys into a Healthx HR Communication Portal, or even an existing intranet, results in more effective and efficient communication leading to greater employee engagement and appreciation.



## Increase HR Staff Efficiency and Reduce Paper Exchange

### With Express Request (ExR)

Company workflow is critical to achieving the results that HR requires on a day-to-day basis. With HR personnel already stretched to the limit, this leaves very little room for paper processes to slow things down. Healthx helps employers automate tedious and time consuming paper processes through its secure online Express Request (ExR) service.



Express Request is an easy to use and administer workflow processing system. ExR has a toolset to build online forms, regardless of how complex; and allows employers to web enable any routine question or business process. These forms may be customized to the group and process that is being managed. Examples of processes an employer might automate include:

- Add a dependent
- Request time off
- Change of employee status/pay grade
- Workers compensation – first report of injury
- On-boarding process
- Enrollment

Each ExR form is securely routed through the HR Communication Portal; and HIPAA protected information is securely managed. Employees are notified via email when their questions or requests have been replied to; driving usage of the portal and increasing engagement overall. The Express Request service allows HR staff to leverage technology to support the masses with fewer staff members.



## Remove the barriers to engagement

### With Content Management



Many portals today provide a view of HR and benefits whereby each employee sees the same static content. Some of the content may be applicable to an employee yet other content may not be. The confusion and uncertainty that this “billboard” approach creates often becomes a barrier to engagement and a drain on HR resources.

With the diversity of organizations today, the delivery of HR and benefits instead demands a personalized experience for each user. Utilizing data from the employer’s proprietary systems and third party vendors, Content Management dynamically displays personalized information and content that is unique to each employee’s class, division, location, etc. Content Management is flexible enough to dynamically share any set of documents or services. This allows employees to see only that which is applicable to them thereby removing obstacles to engagement.



## Save money on wellness and enrollment through

### The Healthx Application Marketplace



Healthx maintains a focus on the web delivery of benefits; and as a result of its existing client relationships, maintains and makes available best-in-class vendor solutions including a robust, industry leading wellness solution branded “My Personal Health Suite” as well as enrollment options.

The availability of these optional benefit applications and the unique integration with Healthx makes these solutions available to clients at a lower cost and with faster implementation. Realizing that there is strength in numbers, Healthx leverages its client relationships consisting of over 150 healthcare payers, 25,500 employer groups, and 11 million members across an array of industries, to get the best available pricing.

Consider packaging these solutions with the Healthx Communication System (CommSys) to drive engagement and usage right out of the gate.



## Improve the efficiency of important business decisions

### With secure Report Distribution

Healthx allows employers to create a secure repository of routine reports for regular access by authorized persons. Online self-service communication with management and employees in-house, or even with authorized outside sources, helps employers become more effective and efficient in relaying information that affects important business decisions.

# The Solution to Engagement has Never Been Easier

## Connect

Employees are directed to a branded, secure site to log in to their company HR Communication Portal. Single Sign-On allows for secure authentication and integration with all vendors eliminating the need for employees to log in multiple times to access various benefit applications.



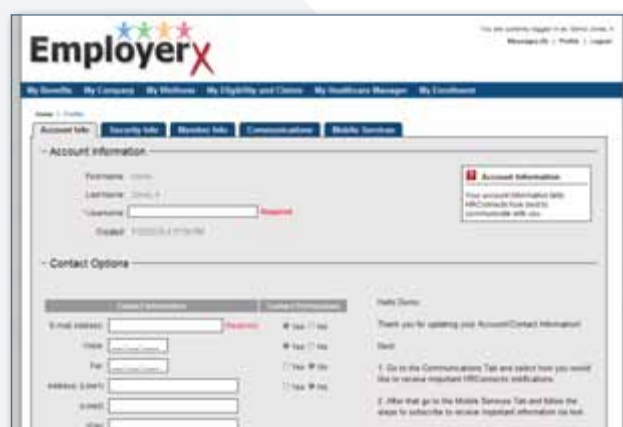
## Communicate

Upon login, employees have convenient access to HR and benefits information such as benefit plans, company information, payroll, enrollment, wellness, automated workflow processes, etc. Content Management offers a personalized user experience assuring that employees see only that which is applicable to them based upon class, division, location, etc. Likewise, secure Report Distribution for authorized users can help improve the efficiency of important business decisions.



## Engage

Employees complete their online profiles providing permissions to the modes of communication that the employer elects to use: SMS/text messaging, email, fax, automated voice messaging, and regular U.S. mail. The Communication System (CommSys) then allows administrators to push out various communications pertinent to their group such as open enrollment deadlines, wellness news, inter-company announcements, etc. to be received in the modes preferred by each employee.



For more information on Healthx and its leading engagement solution for employers, please utilize the contact information on the backside of this brochure. Healthx understands that no two groups are alike nor are long term strategies the same. Because of this, Healthx prefers a consultative approach to discuss the scope of employer needs and what is to be accomplished. Regardless of company investments into existing technology and applications, Healthx has the ability to integrate with existing client intranets, HRIS, and other systems.



## About Healthx

Healthx was formed in 1998 to meet the unique communication needs of employers and healthcare payers by providing the right information to the right user at the right time... and in the right way. Privately held and headquartered in Indianapolis, Indiana, Healthx is SAS 70 Type II certified and maintains HIPAA compliancy.



Healthx serves over 150 healthcare payers, 25,500 employer groups, and 11 million employee lives across an array of industries by providing secure, branded portals for industry leading benefit delivery and effective communication; and/or by enhancing already existing intranets and portals.



The portal technology and communication tools provided by Healthx bring an unparalleled engagement solution to clients. Healthx provides this leading engagement solution by utilizing Single Sign-On (SSO) to integrate best-in-class applications onto a single portal including benefit plans, enrollment, wellness, decision support tools, reporting, claims, and more. The unique open architecture of the Healthx platform allows clients the flexibility to integrate with virtually any third party vendor at any given time to provide the best strategic benefit package to its employees/members both today and in the months and years to come.

Delivering HR and benefit information faster, more effectively, and at a lower cost, Healthx was named the 47th fastest growing technology company in North America in 2004 and included in the 2004 & 2005 Deloitte Fast 500. Healthx was named to the INC. 500 in 2005 and to the INC. 5000 in 2006, 2007, and 2008. More recently, in 2009, at the Gartner Healthcare IT Summit in Palm Springs, Healthx and its communication tools were recognized as one of the top three new technologies in healthcare. Gartner is renowned as the nation's largest IT consulting business.

### **Healthx**

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