

Common Voluntary Benefit billing challenges are noted below. A viable solution is EFT drafting from the policyholder's checking/savings account or credit/debit/payday card.

Employers

- Less than stellar billing experiences with VB carrier(s) in the past prompts the employer to advise they “want nothing to do with billing.”
- Ran out of payroll deduction slots (the payroll service company's fee to add an additional payroll slot to offer VB may be cost prohibitive).
- Industries where reconciliation is a challenge due to transitional nature of workforce (retail, restaurants, hotels, casinos, nursing homes).
- Employer has agreed to pay for an Off-The-Job Accident Expense Plan to reduce Worker’s Comp claim frequency (Monday morning injury type claims) and would like to offer access to other Supplemental Products but is unwilling or unable to provide payroll deduction.
- Employer desires to offer VB to full-time and part-time employees but requests that the variable hour employee’s premium is not run through payroll deduction.
- Professional Employer Organization (PEO) is interested in the revenue opportunity if they offer VB and simultaneously they are focused on reducing their administrative costs and they view reconciliation as an expense.
- Employer desires to offer Voluntary products without running through Section 125 to avoid compliance requirements and recordkeeping.
- Lack of personnel resources to handle VB invoice reconciliation for multiple carriers due to budget constraints or current workload.
- Company with workforce in remote locations and commissions fluctuate. Their paychecks won’t consistently cover the premium each pay cycle.
- Interested in maintaining DOL Independent Contractor Employment Classification, expressed interest in offering access to Supplemental Benefits but not interested in facilitating payment of the premium via statement deduction (trucking).
- Seasonal workforce where invoice reconciliation is challenging due to gaps in employment (ski resorts, catering, hotels, call center, tourism, farms, delivery, retail).
- Workforce is paid via payroll card or payday card (e.g. Global Cash Card®, Brink’s®, Net Spend®, Flexwage®, nFinanSe Visa®) vs. traditional payroll check or deposit.

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Employers Continued

- Multistate employer requests they have no responsibility for billing. They've grown by acquisition and now have multiple unions and payroll systems, they do not desire to offer payroll deduction. (EFT fits their need to eliminate all employer billing responsibility.)
- "Share" employees with other firms (employees are part-time with two or more employers such as nurses, livery drivers, restaurant workers).
- Employer offers a monthly defined contribution toward VB premium and they currently accept paper checks from employees for premium amounts beyond that threshold if they buy up or add family coverage. Employer is seeking a more streamlined billing option.
- Running VB through payroll deduction requires the time and expense of generating a Request For Proposal.

Unions/Labor Organizations

- Desires to provide VB but does not have access to payroll slot because of negotiations with employers.
- Multi-employer union and no access to payroll slots with every employer.
- Interested in offering VB as a new membership benefit and desires no employer involvement due to required contract negotiation to move forward.
- Unions merged and their in-house billing system can't facilitate premium collection for the new increased membership base.

Affinity Groups/Associations

- Members throughout the US including Guam, Puerto Rico, and Virgin Islands require a standardized vehicle to collect insurance premiums and non-insurance product fees.