



UltraLink's HR Answer Center is designed to provide employees with consistent and accurate information regarding their human resources and benefits-related issues. Combining the personalized approach of a live, full-service call center with UltraLink's own web-based self-service tools, the HR Answer Center (HRAC) provides employees and managers with a centralized source of contact and accountability. Fully integrated with UltraLink's Benefits Administration, the HRAC provides a way for your company to reduce administrative costs while providing employees with the HR- and benefits-related answers they need.

The depth and complexity of today's benefits offerings comprise the biggest source of confusion for your employees as well as the biggest drain on the time demands of your HR staff. UltraLink provides your employees with a single point of contact for quick and easy access to accurate information and allows HR to focus on other issues.

The HR Answer Center provides a wide range of information and referral sources to new and current employees and retirees, ranging from basic enrollment issues to the administration of life changing events. This produces greater employee satisfaction and productivity, as well as reduced costs and great efficiencies for your organization.

The HRAC is an extension of your own staff – a virtual organization manned by human resources

generalists and benefits specialists who are educated on every topic related to your benefits programs. Professionals who are trained to respond to any questions directed at them, providing answers to your employees' benefits issues quickly and accurately.

UltraLink has provided call center services for over fifteen years with great success, providing quality support services to mid and large sized companies alike.

HR Answer Center includes:

- Call Center Services
- Enrollment Services
- Eligibility Verification & Processing
- HR and Benefits Coordination

Call Center

UltraLink's HR Answer Center allows you to build a customized service model based on the Call Center's three levels of service – HRAC Basic, HRAC Advanced, and HRAC Professional. HRAC Special Projects provides even more flexibility.

HRAC Basic Services

These services are designed to provide employees with general enrollment support and responses to benefits-related questions – designed to keep your employees informed with consistent and accurate, up-to-date information.

HRAC Advanced Services

HRAC Advanced Services are the next level of support, designed to provide a single point of contact for escalated HR and benefits related issues.

HRAC Professional Services

HRAC Professional Services provides your organization with the capability to resolve high priority issues that require extensive, personal attention – providing the ultimate support for your HR team.

HRAC Special Projects

UltraLink offers services to support special projects and shorter duration engagements.

Enrollment Services

The experts at UltraLink work with you to develop customized enrollment solutions including telephonic and paper-based, to the benefit of your HR staff and employees alike.

Telephonic Enrollment Services

UltraLink provides knowledgeable counselors that walk employees step-by-step through the enrollment process.

Telephonic Enrollment Services include:

- Personalized, hands-on enrollment process
- Increased employee benefit comprehension
- Mitigation of routine questions traditionally fielded by HR
- Employee single point of contact
- Scalability according to the needs of your company

Manual Forms Processing

For those companies who are not ready to transition to an online system, UltraLink offers a comprehensive paper-based service to handle your entire enrollment process.

Manual Forms Processing Services include:

- Complete distribution and fulfillment of benefit and enrollment information
- Forms collection and documentation
- Data entry and discrepancy resolution
- Enrollment confirmation

Enrollment Coordination Services

UltraLink's experienced consultants can coordinate, schedule, and facilitate all or part of your enrollment process.

Enrollment Coordination Services include:

- Distribution of benefits information and enrollment forms
- Online employee meetings and follow-up
- Receiving and processing employee elections
- Individual employee follow-up when necessary

Eligibility Verification

UltraLink can be your company's single point of contact for all benefits coverage related issues, general information requests, and eligibility verification issues.

Eligibility Verification Services include:

- Response to employee questions regarding coverage, co-pays, etc.
- Answers to inquiries from doctors and pharmacies re: eligibility verification, pre-authorization, and coverage levels
- Information for third-party administrators related to employee eligibility, research, and other issues
- Tracking, reporting and analysis

HR & Benefits Coordination

UltraLink's HR Answer Center is equipped to handle many of your HR and/or benefits needs. For your HR department we can coordinate HR policies and processes and on the benefits side we can work with your Cobra and FSA vendors or your STD and LTD carriers. Structured to be flexible and staffed with HR Coordinators, who have backgrounds as either benefits specialists or human resources generalists, the HR Answer Center is able to support a variety of your needs – offloading any of the tasks that take you away from managing the more strategic HR issues.

For over a decade, the experts at UltraLink have successfully answered employees' human resources and benefits-related questions by providing a single point of contact for communicating accurate information. As a result, your employees are more productive, your HR staff is more effective, and your human resources administrative costs are lowered.