

PROPRIETARY 200-TOUCH CUSTOMER SERVICE



OUR 200-TOUCH CUSTOMER SERVICE APPROACH COVERS A 365-DAY SYSTEMIZED PROCESS, WHICH COVERS ALL YOUR EMPLOYEE BENEFITS NEEDS.

Through a comprehensive, analytical and collaborative approach, we account for every need of your business to fully manage your employee benefits. Over the course of the year, our Account Management Team will reach out over 200 times to ensure your benefits programs are properly managed.

No matter where you are on the enrollment timeline, your strategically selected Ascela Account Management Team will guide you through the employee benefits process. We'll take care of your employee benefits—so you and your employees can focus on your core business.

YOUR ACCOUNT MANAGEMENT TEAM WILL PROVIDE THE FOLLOWING:

- Group needs analysis
- Complete business plan
- Quarterly claims review
- Pre and post renewal meetings
- ERISA assessment
- Payroll evaluation
- Human capital management evaluations
- PEO discussion
- Regional market review
- Carrier network review
- Customer service survey
- Legislative updates

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