

Human Resource Services

Health and Welfare Solution

Combining extensive HR outsourcing expertise with leading-edge benefits administration technology, Xerox can provide you with a comprehensive Health and Welfare administration offering.



Using our integrated consulting-outsourcing service model, you can:

- Deliver advanced benefits to your employees
- Control costs
- Improve ongoing administration efficiencies
- Oversee vendor management relationships
- Provide timely and accurate employee enrollment information
- Empower and educate your employees
- Enable employees to make more-informed healthcare decisions for themselves and their families.

Our flexible Health and Welfare Administration solution supports complex plan designs and multiple eligibility groups. It provides full employee self-service and plan sponsor management capabilities. Working with you, we'll design a solution that's aligned with your benefit strategy, communications approach, and employee and organizational goals and culture.

You can gain real-time access to personalized information, either through our benefits Web portal or the Employee Service Center. Our end-to-end solution gives your employees integrated tools to help them make and manage their benefit decisions.

Through Buck Consultants, a Xerox Company, you can rely on strategic consulting to keep a watchful eye on your plan operations. We can oversee your third-party administrators and:

- Analyze their performance
- Evaluate the competitiveness of their services and pricing
- Help with the renewal process
- Analyze claims data
- Conduct vendor audits.

Human Resource Services

Our Services

Leveraging technology, thought leadership and best practices, we bring you efficiencies and savings, as well as comprehensive and competitive products and services.

Health and Welfare Administration

- Medical, dental and vision plans
- Life, accident and disability insurance plans
- COBRA and HIPAA (includes PHI compliance, providing data to health plans in EDI 834 format)
- Flexible spending, health reimbursement and health savings accounts
- Consumer-directed health plans
- Other voluntary benefit plans

Consulting Services

- Health and Welfare program strategy and design
- Vendor management
- Clinical analysis of workforce and healthcare program operations
- Healthcare actuarial service for self-insured rate forecasts and determination of employee contributions
- Compliance reviews and consulting
- Plan documents

Leave of Absence Administration

- Federal and state FMLA
- Major company leaves: medical, personal, adoption, maternity and military
- Eligibility and entitlement tracking
- Return-to-work facilitation
- Integrated consulting and administration

Administrative Services

- Recordkeeping
- Annual open enrollment
- Event transaction processing – new hires, terminations, work-related events and life-event/family status changes

Employee Service Centers

- Experienced and responsive customer service representatives
- Client-branded benefit website
- Life event counseling
- Multilingual support

We provide high-quality products, unrivaled services and leading-edge technology designed to maximize your Health and Welfare solution to employees. Contact us today to discuss our capabilities and how we can transform services for your employees.

Our Advantages

By partnering with us, your Health and Welfare services are transformed into more-efficient operations. Specific advantages include:

- HR and benefit cost savings
- Streamlined processes
- Robust integration of your:
 - Branded website
 - Employee service center
 - Data exchange
 - Vendor management
 - Communications
 - Decision support tools
- Lower insured premium and claims administration fees, through timely and accurate enrollment data
- Proactive management of third-party administrators
- Increased data accuracy and availability
- Access to innovative technologies
- Six Sigma process improvements and methodologies
- Global service delivery



Our Qualifications

- Health and Welfare services to 3.3 million participants
- Management of more than 450,000 health savings accounts (HSAs)
- 6,100 dedicated TBO/HRO employees
- 19 million Web sessions and three million telephone contacts annually

Contact Us

E-mail: hcms-information@acs-inc.com

About Xerox

Xerox is the world's leading enterprise for business process and document management. Its technology, expertise and services enable workplaces to simplify the way work gets done so they operate more effectively and focus more on what matters most: their real business. Xerox offers business process outsourcing and IT outsourcing services for commercial and government organizations. The company also provides extensive leading-edge document technology, services, software and genuine Xerox supplies for graphic communication and office printing environments of any size.

You can learn more about us at www.xerox.com/businessservices.

