

Discovery Questions to Ask Clients & Prospects

- How confident are you that you are paying the right amount to your carriers and vendors?
- How much time do you spend on administrative tasks related to benefits premium billing and payments?
- Do you receive calls from employees or dependents who have been turned away from their doctor, urgent care or ER, or told they aren't covered? How often does this happen? How do you track processes to ensure these issues are resolved?
- Have any of your employees had claims denied for plans they were confirmed enrolled in?
- Are you confident you aren't paying premiums for employees who left months ago? How do you confirm?
- Have you ever found discrepancies in your benefit premium invoices? How much time and money did it take to fix them? Were you able to recoup the full amount overspent? How many times did you have to follow up?
- What are the biggest challenges in reconciling your monthly benefits invoices?
- Have you ever received an invoice that seemed off, but you didn't have the time or resources to dig into it?
- What's your reaction when you hear that other companies routinely find overpaid thousands per year on premiums?
- What features would be important to you in a billing solution?
- What would you think if there was a solution that would allow you to offer an unlimited number of benefits to your employees without worrying about increased administration time and effort?
- What if I could show you how you can appropriate one lump sum every month that gets automatically split and shows you how much to pay each carrier and vendor? Would that be of interest?