



The Segal Company has unique experience enhancing voluntary benefits that an organization offers its members. We can help you reduce the costs and improve members' satisfaction by:

- Reducing unnecessary margins;
- Increasing customer service and claims paying efficiencies; and
- Customizing plan designs to meet the individualized needs of your population.

The Importance of Voluntary Benefits and the Sponsor's Role

In today's environment, benefit plan sponsors are no longer expected to fully cover all economic perils for employees. Aside from the financial inability to meet rising costs, the needs of the current workforce are more diverse than in the past. Further, some forms of protection are more effectively provided when they are funded by employee contributions or by benefit plans that allow employees to customize features to meet their unique needs. Although many sponsors offer employees access to voluntary programs, optimizing those programs can enhance the value to employees and makes the programs more meaningful.

Segal Services

In addition to providing general consulting on plan design, funding and administration and oversight of all aspects of Voluntary Benefits, Segal is pleased to offer the following specialized services:

Procurement through competitive bidding—Our 50 plus year discipline in competitive bidding for group plans has been adopted for voluntary plans yielding unprecedented success, especially for life insurance as the industry has been reducing margin. Our uniform, detailed specifications allows for the careful study of the cost and value of all internal pricing elements.

Compliance Services—Voluntary plans often place more responsibility on the sponsor than intended. Segal's review of contracts, practices and protocols will evaluate plan sponsors' exposure and recommend alternatives to mitigate an unintended compliance risk.

Review of Claims Operations—Segal's evaluation of claims operations goes beyond the providers' ability to simply pay claims to members' satisfaction. In disability programs for example, our review identifies carriers efforts to manage claims and rehabilitate claimants resulting in lower costs and increased satisfaction.

Rates and Renewals—Credible information is often missing, or when available, not interpreted sufficiently to adequately manage the renewal process. For example, in low cost, but very complex excess major medical plans, costs often increase by general medical trend, which may not be appropriate.

Plan Design Evaluation—Voluntary plans are frequently offered as "standard" plans. This approach may be in conflict with the sponsors' objectives or participants' needs. This is particularly true of hospital indemnity plans or dread disease plans that encourage a higher level of care than required. Segal's diagnostics will reveal the optimal plan designs for the desired price point that can provide meaningful protection and properly coordinate with the objectives of the basic health care plan.

Component Alliances—Segal assists in un-bundling program services to take advantage of specialization by qualified providers. For example, a long term care program may be properly priced and well administered but may not have appropriate care managers or enrollment services. Un-bundling optimizes the overall program and may lower costs.

Communications Services—Voluntary benefits typically have basic communication needs associated with each product offering. Review and/or modification of such needs and corresponding materials may assist participants greatly in their understanding, purchase and utilization of the benefits.

To learn more about Segal's Voluntary Benefits Consulting Services, visit our Web site at www.segalco.com, or call Lawrence Singer, Senior Vice President, 212.251.5095

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