

# Benefits Administration support that scales with you

Where compliance, complexity, and care meet operational clarity

Unlock speed-to-value with TTEC's Benefits Administration Center of Excellence. Backed by 20+ years of experience, our tenured CX associates and seasoned delivery and client success teams are ready to put their expertise to work for you. Ensure seamless onboarding and successful contact center and back-office services that support the entire lifecycle of employee benefits administration.

We specialize in complex benefit administration for consumer directed healthcare, COBRA, benefits enrollment, premium billing, broker and employer support. Leverage our team to help solve the unique challenges facing benefits companies, including:

- High-volume peaks during OE and QLE cycles
- Risk of compliance errors in COBRA and eligibility handling
- Rising internal costs
- Talent shortages
- Fragmented customer/member experience across systems and touchpoints

## TTEC Benefits Administration CX services

TTEC's suite of transformative tools are designed and proven to reduce handle time, increase resolution rates, and create more personalized, frictionless experiences for your customers.

### Voice and chat support

Open enrollment inquiries, benefit eligibility, premium payments, QLEs, password resets

### Back-office execution

Lockbox processing, dependent verification/enrollment, plan terminations

### COBRA administration

Elections, compliance, continuation coverage, notices

### Intelligent ops and AI tools

Hiring, QA automation, coaching, multilingual voice

## Trusted by our clients

"This has been a great partnership. **Outstanding work** and exactly how we expect our customers to be treated. Thank you TTEC."

"We are so pleased with the performance of our TTEC team. This has been **a true partnership.**"

"Site management continues to be a strength—both agent- and site-level performance metrics exceeded expectations. TTEC's launch is **another big win.**"



## What makes us different

### Phased onboarding that works

We upskill teams in stages, starting with simpler scopes and moving toward complex benefits functions. Result: faster ramp-up, higher proficiency.



### Flexible global delivery

Onshore and offshore models to meet compliance, cost, and coverage goals—scalable for seasonal surges or long-term growth.



### Award-winning innovation

From deep contact center insights to noise cancellation, accent softening and translation services, our award-winning AI tools are built for the needs of the modern contact center.



### Consistent performance

Quality scores above 90%, CSAT consistently >80%, and leadership retention that drives team continuity.



### Built-in governance

Structured weekly updates and monthly business reviews that focus on continuous improvement.



### Award-winning culture that retains talent

Teams are engaged, motivated, and highly stable—reducing retraining cycles and performance gaps.



## Real outcomes delivered

# 35%

reduction in issue resolution time

# 20%

faster associate proficiency with AI onboarding

# >80%

maintained across event the most complex scopes

Source: TTEC clients

## Don't go it alone

If you're feeling the pressure of open enrollment, COBRA deadlines, member confusion, or disconnected back-office processes, we are here to help.

### ABOUT TTEC

We are TTEC (NASDAQ: TTEC). The architects and builders of next-generation customer experiences. For over four decades, we've been shaping and redefining what it means to connect brands with their customers: Seamlessly, intelligently, and with lasting impact. We partner with the world's most iconic and disruptive companies to design and deliver AI-powered, digital-first experiences that don't just serve customers, but exceed their expectations. Every interaction. Every touchpoint. Every time.

TTEC Engage is our front-line engine delivering AI-enabled services that include customer engagement, acquisition, tech support, fraud prevention, back-office and more. Our TTEC Digital division builds the future of CX, crafting omnichannel platforms, CRM solutions, AI-driven insights and analytics that power smarter, more personal engagements. Operating across six continents, we fuse technology and human empathy to turn challenges into opportunities, interactions into relationships, and brands into legends. Bringing humanity to business is our purpose. Excellence is our standard. And the results? Happy customers. Stronger businesses. Unstoppable growth.

Join us. Experience the bold CX revolution at [TTEC.com](https://www.ttec.com)