

Benefits Decision Support - Client Frequently Asked Questions (FAQs)

Background: TriNet has engaged Healthee, an industry leader in artificial intelligence (AI) powered digital solutions that enhance the health and wellness experience. Healthee will provide TriNet customers with direct access to Healthee's market-leading solutions delivered directly to TriNet's customers. TriNet's strategic relationship with Healthee provides direct access to modern tools for benefits navigation, which may help employees pick the right benefits for their families and better utilize their existing benefits.

IMPORTANT NOTE: As not all plan information may be available within Healthee, worksite employees should contact the carrier directly to understand plan details, estimated cost of services, or assist with other questions regarding coverage. In the event of any conflict between Healthee and the carrier, the carrier shall control.

Q1. Who is Healthee and what role do they play in this service?

A1. Healthee is a technology company specializing in AI tools for employee benefits decision services. TriNet is integrating some features of their service with our benefits enrollment site to offer a new level of support to worksite employees who are looking to make more educated choices among the benefit plans offered to them.

Q2. I don't understand how this service helps my worksite employees pick a plan. What are the details?

A2. The benefits decision support tool transforms benefits enrollment into a simple process that helps worksite employees make informed benefit decisions, empowering them to be their healthiest selves. Worksite employees start by answering a few questions about their care needs for the coming benefits plan year. Using specific data points, the worksite employee will then be presented with all their available medical, dental and vision TriNet-sponsored benefit plan options, along with a suggested 'best match' compatibility score for medical plans that helps pair them with the plan that best suits their unique needs. An overview video and additional information can be found here: [Benefits Decision Support from TriNet](#).

Q3. Where does the data come from for the analysis?

A3. The data in the benefits decision support tool comes from the worksite employee and TriNet's system. Before enabling this offering for your worksite employees, you will need to review and agree to allow TriNet to share your company's information with Healthee, the vendor of the benefits decision support tool. Once your data has been provided to Healthee, Healthee's use of your data is governed by their Privacy Policy. Please see the Healthee Privacy Policy for more details (<https://healthee.co/privacy-policy/>).



Q4. How does the scoring work? What makes up the score?

A4. Healthee’s proprietary algorithm is used to compute the compatibility score of each plan based on information the worksite employee provides. This algorithm integrates data from diverse sources, including your company's benefit offerings to data provided by the worksite employee. It also takes into account additional data and statistics to thoroughly analyze multiple factors. Each factor has its own weight that determines its impact on the overall score. Examples of factors the algorithm considers include risk, cost, flexibility, coverage, and more.

Q5. What specific data points are shared with Healthee? Any claims data?

A5. Insurance carrier claims data is not shared with Healthee. The data points shared with Healthee are those necessary to build a client account (client name and TriNet company ID), benefit plan details and pricing, and worksite employee eligibility and demographics (worksite employee and dependent name(s), date of birth and home address including ZIP code).

Q6. What is the financial impact to my worksite employees?

A6. There is no cost to your worksite employees to utilize the benefits decision support tool.

Q7. How can this type of support change employee satisfaction?

A7. The benefits decision support tool can help worksite employees choose TriNet-sponsored medical, dental and vision plans that best meet their needs, which may lead to a better benefits enrollment experience. This could lead to cost savings in healthcare expenses as worksite employees can better project out-of-pocket costs based on information provided and may also lead to overall satisfaction with their TriNet-sponsored benefits.

Q8. How much does it cost to offer the benefits decision support tool to my worksite employees?

A8. The cost to offer benefits decision support is based on the number of medical benefits eligible worksite employees. Please see the chart below for current pricing as of December 1, 2023. Please note, this information is subject to change.

| Number of Worksite Employees | Annual Cost |
|-------------------------------------|--------------------|
| 1-19 | \$600 |
| 20-49 | \$1,200 |
| 50-99 | \$2,400 |
| 100+ | \$6,000 |

Q9. How often will I be charged for benefits decision support?

A9. The fee for benefits decision support is charged annually and is based on your benefits plan year renewal and the number of medical benefits eligible worksite employees. If you have any questions regarding the benefits decision support fee, please contact your Client Relationship Manager.

Q10. Will I be charged more money if the number of medical benefits eligible worksite employees increases to a higher pricing tier during the year?

A10. No, this is an annual charge and the cost will be based on the number of benefits eligible worksite employees at the time of renewal.

Q11. Will I receive a credit if the number of medical benefits eligible worksite employees decreases to a lower pricing tier during the year?

A11. No, this is an annual charge and the cost will be based on the number of benefits eligible worksite employees at the time of renewal.

Q12. Will my fee be refunded if I terminate with TriNet during the twelve month subscription period?

A12. No, there will be no refund if the relationship with TriNet ends during the 12 month subscription period.

Q13. Is benefits decision support available for Canadian worksite employees?

A13. Worksite employees in Canada do not use the TriNet benefits enrollment site for enrolling in benefits. Therefore, the ability to access the benefits decision support tool is not available to Canadian worksite employees.

Q14. Is benefits decision support available to COBRA qualified beneficiaries? If so, does it include the 2% administrative fee?

A14: Benefits decision support will not be available to COBRA qualified beneficiaries.

Q15. How does Healthee factor in eligibility or usage of any non TriNet-sponsored benefits for worksite employees in their algorithm?

A15. Healthee does not factor in eligibility or use any non TriNet-sponsored benefits in their algorithm.

Q16. My company has a specific benefits strategy that encourages worksite employees to enroll in specific plan types or plan(s). How can I ensure that benefits decision support does not impact that strategy?

A16. The benefits decision support tool takes cost into consideration, which includes your company's funding. Your worksite employees currently evaluate your company's funding when making their benefit elections along with several other factors that are unique to them and their needs. Although your funding may be designed to point them in a certain direction, they still have the option to elect whatever plan or plan type, that is best for their situation.

The benefits decision support tool is just another resource available to assist them during the benefits election process. No person or tool can predict what someone will elect while enrolling in benefits. This decision is personal to each worksite employee based on their specific needs and a variety of different factors including, but not limited to, cost. If you have feedback on the benefits decision support tool, please reach out to your Customer Relationship Manager.

Q17. Are there any FAQs that I can provide to my worksite employees to give them more information on benefits decision support?

A17. You can provide your worksite employees these [Frequently Asked Questions](#).

Q18. Who can my worksite employees reach out to if they have questions on their plan recommendations from the benefits decision support tool?

A18. If your worksite employees have any questions, please instruct them to log in to TriNet (login.TriNet.com) and click Contact TriNet. If they are unable to log in, have them [watch this short video](#) or go to TriNet (login.TriNet.com) and select one of the following options: Forgot Password, Forgot ID, Unlock Account, Login Help.

Q19. How is Healthee different from HealthAdvocate?

A19. Healthee is integrated with the TriNet platform and enables worksite employees to optimize their benefit decisions through the enrollment process. HealthAdvocate is only available to worksite employees enrolled in a TriNet-sponsored medical plan and does not assist with pre-enrollment plan elections.

Q20. Can worksite employees save the recommendations that the benefits decision support tool generates?

A20. Yes, within the summary page there are two options: email the recommendations or save as a PDF.

Q21. Is the benefits decision support tool available year-round for worksite employees?

A21. The benefits decision support tool is only available for eligible worksite employees during initial benefits eligibility, open enrollment and when they experience a life status change event.

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