

# HUB Benefit Spot Frequently Asked Questions



## **Q: What is HUB Benefit Spot (Benefit Spot)?**

**A:** Benefit Spot is the Core benefits mobile app! Based on feedback from you, we created Benefit Spot to give your clients an easy, turnkey mobile benefits solution. Employees can use Benefit Spot to look up carrier information, access their benefit guide, get in touch with their Benefits Service Center and more!

## **Q: How much does Benefit Spot cost?**

**A:** As part of the Core library of communications, Benefit Spot is worth two credits. If clients do not have the required number of credits, the app is available for \$1,200. The app is available to all clients, regardless of their market or size.

*Note: Your office may opt to charge clients to implement the app, at the previously recommended price of \$1,200. All charges would go to your office. Communication & Design (C&D) does not charge HUB or the client to use Benefit Spot.*

## **Q: Can I customize Benefit Spot for my client?**

**A:** Benefit Spot is a Core template that was created to provide employees quick, easy access to standard benefit information. While each app will include your client's specific benefit plan designs, it cannot be customized to your client's brand (e.g., colors, font family, logo, etc.). If your client requires a fully customized app solution, they may opt to implement Mobe, our custom app solution, at a cost.

## **Q: What does Benefit Spot include?**

**A:** Clients can choose either six or nine home page buttons for their app. Home page button options include:

- Benefit Resources
- Benefit Terminology
- Benefit Videos
- Carrier Contact Information
- Cost Comparison Tools
- Employee Assistance Program
- Eligibility & Enrollment
- HR/Service Center Call Button
- Rx Pricing (links to GoodRx.com)
- Telehealth
- Summary of Benefits

## **Q: My client has other benefits-related topics to communicate that fall outside what's covered in Benefit Spot. What's the best solution?**

**A:** Benefit Spot offers a Benefit Resources button that can house any number of benefit documents. The HUB Account Team or client must provide these documents.

## **Q: Can I add other benefits to the medical benefits list?**

**A:** Benefit Spot is intended to house only the benefits information most commonly used across our entire client base. Therefore, only the benefits listed are included in each app. Documents detailing benefits outside of this scope may be housed under the Benefit Resources button.

## **Q: How do my clients' employees access the benefit information for their employer?**

**A:** All clients/employees can access the same Core app through the Apple App Store or Google Play. Each client will receive their own unique company code, which employees must enter each time they open the app. Once the code is entered, the employee will only see the benefits associated with that company code.

## **Q: How is the company code determined?**

**A:** The company code is generated by the technology team, based on the company name. It is intended to be unique, but easy to remember.

*Note: All company codes are case sensitive.*

**Q: Is Benefit Spot available in Spanish or other languages?**

**A:** At this time, Benefit Spot is only available in English. However, you can include translated documents in the Benefits Resources section.

**Q: How long does it take to fully launch Benefit Spot?**

**A:** The full project cycle, including initial setup, testing and approval, can be completed in 15 business days.

**Q: Can my client have a benefit guide and an app?**

**A:** Absolutely! Clients may have both a benefit guide and an app, provided they have enough credits. They will also have the option of paying a fee for the app development. Due to the complexity of building each app, it is suggested that you request the app once your benefit guide is finalized and all benefits have been confirmed as correct.

**Q: Do I need to complete two source docs if my client would like both a benefit guide and an app?**

**A:** No—if you have completed a guide source document, we can use the same document to populate the app. However, you will need to fill a separate order for the app. You will need to provide additional information for the app within the app source document.

**Q: How do I get started?**

**A:** Visit [www.orderhubcd.com/benefitspot](http://www.orderhubcd.com/benefitspot) to learn more about Benefit Spot and place your order!

*Note: While you can use the same source doc as your guide order, a separate app order will be required before our technology team can start building.*

# Benefit Spot



# Mobe

Benefit Spot is available in one standard design and name – individual client branding and logo are not incorporated.



Mobe can be fully customized to match your client’s logo and branding guidelines.

A company code is required to access your client’s benefit information.



Your client’s benefit information is available upon downloading and launching the app.

Clients can choose up to nine home page buttons from a list of options.



The number and functionality of home page buttons can be tailored to your client’s preferences.

The information behind each button is custom to the client.



The information behind each button is custom to the client.

The app contains a high level overview of benefits which is standard/templated. Clients cannot change or add information or benefits within the various sections.



Clients can choose how much detail to include on the benefits contained in the app.