HUB Benefit Spot Plus Frequently Asked Questions

Q: What is HUB Benefit Spot Plus?

A: Benefit Spot Plus is a turnkey benefits mobile app. Employees can use it to look up carrier information, access their Benefits Guide, get in touch with HR or a benefits call center—and more!

Q: Is there a cost associated with Benefit Spot Plus?

A: Benefit Spot Plus is available for a one-time cost of $2,500. This cost covers your app setup and a customized design based on your company's brand (see below).

If your company goes through a rebrand after you purchase Benefit Spot Plus, it will cost an additional $2,500 to recustomize the app. There are no annual hosting fees.

Q: Can I customize Benefit Spot Plus to reflect our corporate branding?

A: Yes! With Benefit Spot Plus, we will customize the font, colors and each icon to your brand, as well as add your logo. We will also include your specific benefit plan designs.

Q: What does Benefit Spot Plus include?

A: You can choose either six OR nine home page buttons for your app. Home page button options include:

- Benefit Resources
- Benefit Terminology
- Benefit Videos
- Carrier Contact Information
- Cost Comparison Tools
- Employee Assistance Program
- Employee Discount Program
- Eligibility & Enrollment
- HR/Service Center Call Button
- Rx Pricing (links to GoodRx.com)
- Telehealth
- Summary of Benefits
- COVID-19 Resources

Q: We have other benefits-related topics to communicate outside of what's covered in Benefit Spot Plus. What's the best solution?

A: Benefit Spot Plus offers a Benefit Resources button that can house any number of benefits-related documents.

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

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

Q: How do my employees access our specific benefits information?

A: All clients and their employees will access the same app through the Apple App Store or Google Play. Your company's information can be accessed by using a unique company code, which your employees must enter each time they open the app. Once employees enter your company's code, they will only see the benefits associated with that code.

Q: How is the company code determined?

A: The company code is generated by HUB's Communication & Design team, based on the company name. It is intended to be unique, but easy to remember.

Note: All company codes are case sensitive.

Q: How do I request changes to the app?

A: You will work with your dedicated Communications & Design project manager to make any edits you may have, either during the implementation process or after the app's launch date.

Q: Is Benefit Spot Plus available in Spanish?

A: Yes! Benefit Spot Plus has an easy one-touch Spanish translation feature.

Q: How long does it take to fully launch the app?

A: The full project cycle, including initial setup, testing and approval, can be completed in five to six weeks.

HUB