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: How do I determine the number of credits my client has available?

A: The number of credits for each client is based on their number of eligible employees or revenue. If you have not previously worked with the C&D team, your client has access to all of their annual credits. If you have worked with C&D for your client, you can contact your C&D Project Manager or **communications@ hubinternational.com** to find out how many credits your client has left. A list of segments and credits can be found **here**.

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 name, logo and specific benefit plan designs, it cannot be customized to your client's brand (e.g., colors, font family, etc.). If your client requires a fully customized app solution, they may opt to implement Benefit Spot Plus, 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 Highlights
- Benefit Resources
- Carrier Contact Information
- Cost Comparison Tools
- EAP website
- Eligibility & Enrollment
- Employee Discounts
- HR/Service Center Contact Button
- Rx Pricing (links to GoodRx.com)
- Telehealth
- Terminology
- Videos
- Wellness

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: Can employees store their ID cards or view their current plan elections/status?

A: Benefit Spot is a secure, hosted platform with important plan information but no personal data. We are hoping to offer an ID card feature in the future.

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: You can provide the client's preferred code when you place an order, but it is not required. The company code is intended to be unique, but easy to remember. If you do not provide a code, one will be generated by the technology team.

Note: All company codes are case sensitive.

Q: Can the company code be changed?

A: Company codes may be changed on a case-by-case basis, once per plan year. You may contact your Project Manager to request the change.

Q: Is it possible for a user to save the company code locally on their device versus logging in each time?

A: We are exploring this, and other features, for our next version update.

Q: If my client has multiple classes with different benefits, what do you recommend?
A: Depending on the complexity of the differences, and sensitivity of this information across the various classes, we can work to streamline all benefits into one build, noting the variations. If the client requires the benefit class information to remain separate, we can create a separate app build for one credit.

Note: Each app build will have its own company code, for example, ABCCA ABCOOS.

Q: How do I request changes to the app while it's being drafted or once it's live?

A: Similar to the Core benefit guide process, you'll need to submit edits to variable data via your app source document.

Q: How often can I make changes?

A: If you notice an incorrect benefit, or need to add any resources, simply send the request to your Project Manager. Our technology team will then work to get the changes made, generally within 1-2 business days.

Q: What do I do at renewal?

A: When you submit a "Recurring Order" for the Benefit Spot app, a Project Manager will send you the most recent source document to collect changes.

Note: Each year a new build will be created and it will overwrite the previous build. We do not offer to archive prior plan year data at renewal.

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

A: At this time, Benefit Spot is only available in English and Spanish. Apps built with Spanish functionality will be bilingual with the option to translate text at the click of a button.

Q: Is Benefit Spot available to Canada EB clients?

A: At this time, Benefit Spot is only available to US EB clients. Our technology team is looking into future options for Canada.

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: Is it possible to track utilization of a client's app build?

A: Utilization data can be provided upon request. You may contact your Project Manager to request the report.

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 secure is Benefit Spot?

A: Benefit Spot uses a web platform/CMS that is continuously kept up to date to prevent vulnerability/exploits. Traffic for the entire site is encrypted through an SSL and also has a recaptcha to limit bot activity.

Q: Does Benefit Spot meet ADA standards?

A: Yes, Benefit Spot is ADA compliant. All content and imagery is backed by hard coded descriptions to ensure screen reader compatibility.

Q: How do I get started?

A: Visit **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.