HUB Benefit Spot Frequently Asked Questions

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

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

Q: Is there a cost associated with Benefit Spot?

A: Benefit Spot is included at no additional cost— it's provided as part of your Employee Benefits Communication suite.

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

A: While each app will include your name, logo and specific benefit plan designs, it cannot be customized to your brand (e.g., colors, font family, etc.). If your company requires a fully customized option, ask your HUB representative for more information on Mobe, our custom app solution.

Q: What does Benefit Spot include?

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

- Benefit Highlights
- Benefit Resources
- Carrier Contact Information
- Cost Comparison Tools
- COVID-19 Resources
- EAP website
- Eligibility & Enrollment
- Employee Discounts
- HR/Service Center Contact Button
- Rx Pricing (links to GoodRx.com)
- Telehealth
- Terminology
- VB Resources
- Videos
- Wellness

Q: We have 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.

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 additional benefits information may be housed under the Benefit Resources button.

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

A: All of our clients and their employees will access the same app through the Apple App Store or Google Play. Then, you will receive a unique company code, which your 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 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 while it's being drafted or once it's live?

A: Your HUB Representative will work with HUB Communications & Design to make any edits you may have.

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: 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: 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.