

VIRTUAL EVERYTHING

Care delivery could not be more different. Just as we became comfortable with virtual physician visits, the market delivered additional virtual medical resources:

- Consumer Medical acquired Infinite MD to combine clinical advocacy with a user friendly tech experience. This changes the way second opinion/expert opinions are delivered.
- Kaiser Permanente launched Virtual Plus for 1/1 effective dates.
- Teledentistry has emerged to fill the gap with non-urgent assessments and scheduling in person visits with dental practices open and accepting patients. Tele-visits are self pay in the \$50 (plus/minus based on geography) range.
- Virtual veterinary services have become popular with stay-at-home pets during our work from home confinements. Current veterinary practices have added tech platforms and entire networks of virtual provider have emerged to triage/diagnose ailments. Coordinates with pet insurance or pay fee for service.



NEW TO MARKET / DISRUPTORS

Coefficient Insurance Company is the new stop loss carrier brought to you by Alphabet (aka Google) through their Verily health unit.

bSwift rolled out a self implementation service to allow HR teams to manage their own configurations. This does not include Ask Emma or defined contributions.

Kronos and Ultimate Software finally announced their combined organizations. The new name is UKG and personnel are in the process of reorganizing into new jobs.

Look for additional downmarket solutions. UKG is now the second largest HCM provider, just behind Workday.

Benefitfocus is revisiting their Premier Broker program with a focus on agencies with a national footprint.

GoodRx launched its highly successful IPO this week. The company started trading at \$46 per share, \$13 above its expected price, and ended at \$50.50 per share. The company's market cap was \$19.4 billion.

Rippling, the Parker Conrad led small group HCM platform, claims more than 3000 clients and more than \$200 million of VC funding.

RETURN TO WORK

Back up child care is highly sought after benefit. Here are some resources that you may want to share with your employees.

- Care.com
- UrbanSitter.com
- eNannySource.com
- Babysitters4Hire.com
- BrightHorizons.com
- KinderCare.com





THE ROI ON HCM / BEN ADMIN SYSTEMS

Ernst and Young published a report entitled "Estimating Labor and Non Labor Costs Associated with Common Human Resource Functions/Tasks. If you are seeking ROI scenarios to help your clients justify the expense of HCM/Ben Admin solutions, consider their findings.

Cost is based on time expended by Human Resources X wages for processing a single employee.

Plan summaries and documents	\$12.07
Processing plan changes	\$16.09
Subtotal	\$28.16

If you have 100 employees at a cost of \$28.16 each, spread out over the year, that cost is roughly \$2.34 PEPM. Think about that when you are evaluating the cost of automating the process.

Paycom also reported on the cost for non-automation.

Company size	Annual total cost of manual processes and duplicated HR tasks
500	\$973,821.65
1,000	\$1,913,779.91
2,000	\$3,570,184.61

Contact us if you would like a copy of the reports.



OCTOBER ONLINE MEETINGS

SAP SuccessFactors annual conference, SuccessConnect is coming up October 6th. Registration is free.

HR Tech Conference is going virtual. Check out all of the new products and what's trending in the world of human resources. This free event will take place October 27-30.

LMCIS - HERE TO HELP

Are you running out of capacity? Are you in need of technology solutions for groups that never really thought about online and in-the-cloud connectivity situations? Renegotiating contracts?

If you need all of your internal resources focusing on your insurance services, we can be an extension of your team on the tech front.

We are also here to assist with remote onboarding and training needs.

Retained basis or one group at a time. Let us know what your needs are.

Leslie Miller - leslie@lesliemillerinsurance.com

Jill McCarthy - jill@lesliemillerinsurance.com

LMCIS - Leslie Miller Custom Insurance Solutions

<https://www.lesliemillerinsurance.com>