Renaissance®

DENTAL • VISION • LIFE • DISABILITY

Our reimagined service model takes end-to-end support to another level

GO

From implementation to renewal, we're with you every step of the way.

Our support team structure ensures a functional business owner is responsible for every customer interaction with Renaissance. It's yet another way we make the ancillary benefits experience easier for brokers, clients and members.

New Business Implementation

Your New Business Implementation team focuses on providing a smooth, efficient onboarding experience. Responsibilities for both group and individual specialty market implementations include:

- Sending out new business paperwork and benefit summaries
- Assisting with onboarding by managing any implementation-related calls
- Issuing agent appointment paperwork
- Establishing EDI/Employee Navigator connections
- Issuing policies, certificates and ID cards
- Generating first-month invoices
- Facilitating sales support and underwriting

Day-to-Day Account Management

Once onboarding is complete, the New Business Implementation team transfers client servicing responsibilities to your dedicated Account Manager. Your Account Manager serves as both a facilitator and advocate for brokers and clients to support an outstanding ancillary benefits experience. For example, Account Managers will:

- Reach out to clients to ensure they fully understand the extent of their benefits
- Help clients educate employees about their benefits to promote engagement and facilitate utilization
- Champion our proactive approach to communication, employee empowerment and ongoing customer satisfaction improvement
- Work closely with clients/brokers to navigate potential service escalation issues and work directly with our Client Success team to help resolve any service issues as quickly as possible

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Client Success Team

Our Client Success team provides personalized administrative service support to brokers and clients. This cross-functional team meets weekly to resolve a wide range of service requests. It also supports the renewal process, as well as underwriting, integrations, implementations and Agent Care. Responsibilities that fall under this team include:

- Billing and eligibility
- Support of EDI/Employee Navigator connections
- Portal assistance
- Commissions support
- Managing system defects
- Conducting billing/eligibility audits

Additional Layers of Quality Assurance

Our Agent Care team seamlessly manages the appointment and licensing process. For assistance, contact the team at agentcare@renaissancefamily.com.

Easy-To-Use Portals

Renaissance provides innovative portals to make managing your benefits simple and stress-free. Our administrative portals offer users self-service functions with access to view group coverage and benefits, download ID cards and plan information, track commissions and more.

While our online tools and platforms provide quick and convenient access, when you're looking for more personalized help, it's comforting to know that we have teams in place to ***Support You Every Step of the Way.***

Need more personalized help?

Brokers and groups can contact the Client Success team by calling **800-894-4532** or emailing requests to **Support@RenaissanceFamily.com.**