



The gift of time: How Optavise delivers it

Denise Kappler
Operations & Client Services Executive

Time is my most precious resource. It's why I make a conscious effort to spend my time meaningfully – both on the job and away from it. Protecting my time is one of the most meaningful benefits of Optavise. Yes, Optavise is where I work, but it's also a benefit I receive as an employee. Optavise is all about saving people time and aggravation by doing the legwork of tracking down answers to complicated benefits-related questions. Real people with experience in employee benefits take my questions and get to work finding answers.



Chances are you've received an "Explanation of Benefits" in the mail and questioned a service or fee and asked yourself "is this even right?" There might be coding error, or maybe you only then realized how much of the cost you were on the hook for.

If you're like many of my friends and family members, you'd be on your own to get answers. Maybe you have a benefits department that can help; but maybe not. Maybe you are directed to a website where you're prompted to answer a bunch of questions and hope to get useful information back. It's impersonal. It's inflexible, and it can be a major time suck.

It's the very opposite of what we do at Optavise. Here, if you call with questions about where to get an MRI, for example, one of our advocates will research available options for you based on your network, where you live, and where you are in your deductible for the year. The advocate will take the time to learn about you and listen to your questions. He or she will then come back to you with a package of information detailing your best options, contact information for the MRI center, and how much you'll have to pay. They will even schedule the appointment for you if you prefer.

Our advocates are experts in navigating both the simple and the complex of employee benefits. They spend what can sometimes be hours on the phone tracking down answers and following up with carriers and providers so you don't have to.

It's white glove service that we provide to every employee, every time.

Our commitment to saving time extends beyond employees—it's at the heart of our partnerships with the HR and benefits professionals we serve. When you partner with us, we truly become part of your team.

We dive deep into understanding your health and welfare benefit programs, so when you call, we're already up to speed and ready to help. With a dedicated point of contact from day one, you'll always know exactly who to call, and we'll work quickly to get things sorted. Our goal is to make your life easier, not just with great service, but by saving you time so you can focus on the bigger picture.

Working at Optavise means I get to see the real impact of our work—helping people make the most of their time.

