

# How we're changing the ICHRA administration experience

Many ICHRA vendors offer software. Remodel Health delivers outcomes. If you've had unfavorable experiences with other vendors, you may be reluctant to work with another ICHRA administrator. But, as the largest ICHRA administrator, Remodel Health offers the most complete service model in the industry.

We're committed to white-glove, concierge-style service during every stage of your ICHRA journey. Our robust support system, paired with innovative technology and features like AutoPay for employee premiums and in-house experts, equips employers and their employees to confidently navigate their new benefits. Here's what makes us different.



## Built-in safeguards to keep employees covered

We help employees stay covered—even when premiums unexpectedly change.

- ~100% premium payment success rate with appointed carriers
- Overdraft protection that's built into FDIC-insured employee accounts
- No surprise coverage gaps



## In-house, year-round enrollment support

Employees can get help from licensed experts to choose the right plan.

- Licensed advisors walk employees through health plan enrollment
- Year-round support for life changes outside of Open Enrollment
- One single, accountable team



## Expert support, every step of the way

We offer white-glove service at every stage of the ICHRA journey.

- **100%** of employees interact with our team during onboarding
- **82%** self-select a plan with confidence
- Ongoing support is fast and effective

**94%**

**of support tickets receive a positive rating**



## Proactive, year-round account support

Support doesn't stop at launch—we stay connected throughout the year.

- Quarterly check-ins with your dedicated account manager
- Proactive compliance guidance to keep you ahead of regulatory changes
- Fewer surprises, smoother renewals

## We make ICHRA work: safely, at scale, and with real people

Your employees rely on you to offer benefits that work. When considering an ICHRA, who you partner with matters. Remodel Health is more than a technology platform. We're an extension of your team, offering the in-house experts you need to deliver an exceptional experience from day one. With customer retention of 95%, our customers and partners stick with us because of our dedication to helping you succeed.

Remodel Health combines technology with white-glove service to ensure your benefit works for everyone on your staff.

**Visit [RemodelHealth.com](https://RemodelHealth.com) to learn more.**

**"I feel like I've handed a baton off to [Remodel Health] because they're getting the same care that they would from me... [It's] refreshing. They care about people as much as I do. They care about the employees, the end users, and they're dedicated."**

**– Meleah Noland, Benefits Specialist,  
Morrison Child and Family Services**