

Take Command

Employer Support Scenarios

Every team faces questions when it comes to employee benefits—whether it's onboarding a new hire, supporting someone through a life change, or helping an employee navigate their health plan. This guide highlights common scenarios you may encounter and how Take Command provides the tools and support to help you respond with clarity and confidence.

Scenarios:

1. **An employee is told by the plan insurance carrier that their plan hasn't been paid for the month.**

   - **Is the employee AutoPay with an Easy Enroll plan?**
     Take Command's Customer Experience Team and the Payments Operations team will act behind the scenes

   - **Is the Employee Self Enroll?**
     Employee will need to contact the insurance carrier and make the payment with their AutoPay account information.

   - **Is the plan on reimbursement?**
     Employee will need to contact the insurance carrier and make the payment.

2. **An employee asks you for help selecting a health insurance plan.**

   - Take Command's Enrollment Advisors can help! The employee can sign up for a timeframe for an Enrollment Advisor to call them.

3. **An employee hasn't received an email invite to shop on the Take Command Platform and needs it resent.**

   - You as the administrator can resend the invite yourself within the Take Command Portal.

   - **Or contact the Take Command Customer Experience Team:**
     - Phone: 214-866-7757
     - Chat: Take Command website
     - Email: support@takecommandhealth.com

4. **An employee is experiencing issues with the shopping process in the Take Command portal and receiving an error message.**

   - **Contact the Take Command Customer Experience Team:**
     - Phone: 214-866-7757
     - Chat: Take Command website
     - Email: support@takecommandhealth.com

5. **An employee has questions about the Metal Tiers while shopping for a plan, and you need support to assist them.**

   - Encourage employee to schedule a call with Take Command's Enrollment Advisors.

6. **An employee reports that their insurance claim was denied.**

   - If the denial is related to plan coverage, Take Command cannot assist. If they are being denied due to a payment issue, direct the employee to the Take Command Customer Experience Team for help.
   - If the employee is on a Self-Enroll Plan, they will need to contact the carrier to make payment.

7. **You have a Medicare age employee asking about plans.**

   - Our Medicare partner, Chapter, can assist this employee with those plans. You can direct them to Medicare Guidance Simplified | Chapter.

8. **My Medicare-eligible employee is asking how to get reimbursed through their paycheck.**

   - This employee can log into the Take Command portal and submit their Proof of Coverage (POC) to start the process. If they need assistance with this, the Take Command Customer Experience Team can help!