

HRTECH Outlook

JULY - 18 - 2019

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Top 10 Employee Benefits Consulting/Services Companies - 2019

In today's competitive business landscape, the need for employee benefits services has soared, as businesses around the globe are beginning to recognize the significance of comprehensive employee benefits strategies to improve organizational productivity. In the face of this trend, attracting and retaining competent and skilled employees have become critical to organizational success, and a large part of that boils down to the company's culture.

Streamlining and digitization have led many businesses to merge and undergo rapid growth and change in the direction of business processes. There is a high degree of uncertainty leading to a surge in staff turnover and a ping-pong effect on a business' cultural DNA, and the traditional employee benefit schemes do not mitigate such effects.

Identifying the heightened demand for employee benefits in the human resource

management space, several technology services providers have risen to reinforce the correspondence between employees and their employers. From the elementary shift of paper-based data management to cloud-hosted repositories, the service providers have come a long way to providing interactive and engaging employee portals, time and labour management, analytics tools that mine for employee recognition details, and integrated mobile-based self-service software.

To support CIOs, HR Tech Outlook collaboration with a distinguished panel comprising CEOs, CIOs, and analysts helps CHROs with a list of leading employee benefits service providers.

We present to you HR Tech Outlook's "Top 10 Employee Benefits Consulting/Services Companies - 2019."

STONETAPERT INSURANCE SERVICES

recognized by **HRTECH
Outlook** magazine as

**TOP 10
EMPLOYEE
BENEFITS**
CONSULTING/SERVICES COMPANIES 2019

In an annual listing of 10 companies that are at the forefront of providing Employee Benefits Consulting Services and impacting the marketplace

Company:
STONETAPERT
INSURANCE
SERVICES

Description:
The company provides customized, best-in-class employee benefits programs and solutions for individuals

Key Person:
LaJoi McClendon
COO

Website:
StoneTapert.com

STONETAPERT INSURANCE SERVICES

Navigating Workforce Benefit Solutions Made Easy

In the competitive market where neither the market conditions nor consumer preferences are constant, new laws and regulations in healthcare alongside compliance issues further add to the plight of the human resource department. In addition to the requirement of collecting a lot of information, managing employee benefits and making sure that the insurance plans are effectively communicated to the employees while showing them the value of those benefits becomes a daunting task. As a premier benefits consulting firm focused on enhancing workplace performance in healthcare, StoneTapert brings much-needed relief to HR Benefits Departments by providing customized, best-in-class employee benefits programs and world-class service. The company works with its clients to come up with strategic plans for their upcoming renewals and assigns them a benefits consultant, a dedicated account manager, and a benefits analyst. “We allow employees to go online and avail benefits through various platforms, which gives the HR team the ability to see the progress of the involvement and then extract the data that they need to update their payroll system and also track all their requirements for the Affordable Care Act (ACA),” asserts LaJoi McClendon, the COO at StoneTapert Insurance Services.

The company’s journey started in 1961 when Donald W. Tapert founded Tapert Insurance Agency. His son, Charles W. Tapert, CLU MHP HIA majored in insurance and joined the business in the early ’80s and started expanding their business by connecting to the law firms in Los Angeles County. By the end of the ’80s, Tapert decided to merge with a financial agency called Stone Financial Services in order to offer a full package including both employee benefits as well as financial services, both playing an important role in employee recruitment and retention. Whether it is identifying service providers, managing open enrolment, providing employee education or supporting the claims process and reporting requirements, the company effectively navigates the challenging spectrum of sourcing, implementing and managing benefits solutions. “In 2014, StoneTapert became one of the founding members and exclusive partners of Benefits America. Benefits America is a collaboration of six benefits consulting firms creating the fourth largest employee benefits brokerage in Southern California. Our Benefits America partnership allows us to leverage the collective strength and experience of size and



Joann Montanez Debbie Huggins Chuck Tapert Matt Tapert LaJoi McClendon

clout while retaining personal, high-touch StoneTapert service,” states LaJoi.

Thus started, the company evolved with the understanding that every successful and effective benefits program requires constant management and attention. StoneTapert provides HR support that not only addresses the day-to-day issues but also training and education needs along with employee communications. StoneTapert’s account managers are hands-on not only with the HR team but with the employees as well. Managers help employees navigate the healthcare system, resolve issues concerning unpaid claims, and even assists clients file an appeal and challenge the insurance carriers to get those claims resolved if the carrier is at fault. StoneTapert provides support from implementation and enrollment, through claims and management of the benefits program. The company also offers employer compliance and administration services to assist clients in meeting requirements mandated by federal and state law including filing Form 5500, and ACA tracking.

The company’s world-class service, innovation, platinum elite status with all the insurance companies and direct access to underwriting sets it apart from the competitors in the industry. StoneTapert is one of the few benefits consulting firms that can help employers and their employees with the healthcare needs from hire to retire. For the future, the company focuses on expanding its services as well as its account management team. StoneTapert is also going to start seasonal client appreciation campaigns throughout the year to touch base with its clients for better customer relationship. “We consider ourselves as an extension of our clients’ HR departments, and we are putting in place several processes to help our team better serve clients as we want to solve issues effectively and save time,” McClendon. 