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Reasons to Choose Benefits Coaches Over Call Centers

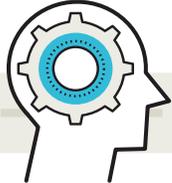
Selecting a health plan is a big decision, and most of us need help and guidance through the process. Some companies offer third-party call centers to help answer employee questions during open enrollment. When you rely on a call center to guide employees in their benefits decision-making, you just don't know what you're getting. As much as they might want to help, few call center agents really understand employees' needs or know the ins and outs of the plans being offered—many are told to follow generic scripts and are measured on call length—the shorter the call, the better.

That's why Tango Health uses Benefits Coaches instead of call centers. Our Coaches provide a higher level of guidance and knowledge to give employees the confidence to choose and use their health plan.

Why our Benefits Coaches are better than a typical call center

OUR COACHES ARE:

1



EXPERIENCED: Coaches have been with Tango for an average of 3 years, and every day they help employees make complicated decisions about how to choose and use their benefits.

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EDUCATED: With college degrees, our Coaches are able to think critically and ask the right questions.

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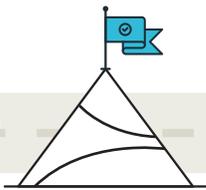
COMMITTED: As an extension of your Benefits team, Coaches provide guidance the way you would and are measured on satisfaction, not call volume.

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KNOWLEDGEABLE: Being immersed in your company's culture and health plans helps Coaches tailor their discussions with your employees instead of following a script.

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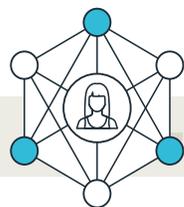
ONE-ON-ONE GUIDES: Whether employees have quick questions or want more of a discussion about how their benefits work, our Coaches provide them with personalized guidance.

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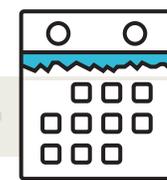
HIPAA-CERTIFIED: Rest assured, our Coaches are equipped to handle sensitive data, diligently following all government protocols.

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COLLABORATIVE: If employees want a little extra validation on our decision support tool recommendation they can invite a Coach to view scenarios with them while they are on the phone.

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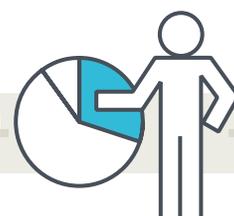
AVAILABLE YEAR-ROUND: After helping your employees choose their benefits, Coaches are available throughout the year to answer questions about how to get the most out of their plan.

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U.S. BASED: All of our Coaches are located in Austin, TX and employed by Tango Health.

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AVAILABLE IN-PERSON: As experts on your plan, Coaches can facilitate in-person or virtual enrollment meetings.