

Benefits Decision Support Software Vendor Checklist



Decision support tools can help you introduce new benefits, increase plan adoption, and engage employees to make better decisions.

Criteria	Vendors		
	Tango Health	#2 _____	#3 _____
Quick Results: Does it take less than 5 minutes to see the recommendation?	✓	○	○
Multiple Topics: Does the software support medical, vision, dental, HSA/FSA contribution, and other voluntary benefits?	✓	○	○
Personalized Recommendation: Does it provide a personalized cost estimate based on employees' claims history or from aggregated "people like me" claims?	✓	○	○
Interactive, Transparent Scenarios: Does the software allow employees to run multiple medical-spending scenarios and edit specific services?	✓	○	○
Flexible Navigation: Can employees with different needs find the information they want—dive into the calculation detail or skip to the recommendation?	✓	○	○
HSA/FSA Tax Savings: Does the software show the impact of HSA/FSA tax savings to help employees understand the actual after-tax cost?	✓	○	○
Benefits Education: Does the solution include in-tool video, tips, and additional resources to educate employees about how to choose & use their benefits?	✓	○	○
Expert Coaches: Does the solution offer year-round expert phone and chat support?	✓	○	○
Artificial Intelligence Insights: Can the solution learn about the employees' health trends over time and provide data to help target communications?	✓	○	○
Easy Implementation: Is the software easy to implement and integrate with your benefits platform (majority of work done by vendor)?	✓	○	○
Robust Analytics: Does the software measure employee engagement and open enrollment success?	✓	○	○
24/7 Access: Is the tool mobile friendly and available to spouses?	✓	○	○
Secure Platform: Is the vendor SOC 1 and SOC 2 Type II, and SOC 3 certified?	✓	○	○

Learn how [Tango Health](#) can extend your Benefits Team with resources, technology, and communications. We're here to help your employees better understand, choose, and use their benefits!



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