

# PACIFIC LIFE ENROLLMENT HUB

ANOTHER GATEWAY TO THE PACIFIC LIFE DIGITAL ADVANTAGE

## NO TECH, LOW TECH, OR SOMEWHERE IN BETWEEN?

If your clients are looking to simplify the enrollment process and don't have enrollment technology or a benefits administration platform in place, we have a solution for you.

**Pacific Life Enrollment Hub is a service feature**, at no additional cost, that allows you to send us your clients' census data and integrate with Pacific Life's 100% digital ecosystem. Features include:



**DIGITAL IMPLEMENTATION** Our benefits ecosystem eliminates redundant requests for information as the data, beginning with the quote, persists throughout the portal.



**EVIDENCE OF INSURABILITY** (EOI) with immediate decisions in 95% of cases is fully digital and provides brokers with decision notifications.



**DYNAMIC BILLING** which finalizes the invoice after the coverage period to capture eligibility updates and provide the most accurate invoice possible to help minimize reconciliation.



**EVENT-BASED CLAIMS**, making filing claims stress-free. Employees tell us what happened, and we'll handle the rest, identifying applicable coverages and helping maximize their benefit payments. Plus, employees only have to provide the details once at intake, eliminating the need to resubmit information for related claims.

## EMBRACE A SEAMLESS DIGITAL EXPERIENCE WITH UPCOMING ENHANCEMENTS

Upcoming features to simplify your experience and enhance efficiency include:

- Access to a downloadable template for enrollment data that can be uploaded directly into the portal, bypassing the email process
- Receipt of notifications alerting you to who has enrolled and those records not processed with the reasons why
- Ability for employees to enroll directly on the portal, instead of using spreadsheets

## HOW THE ENROLLMENT HUB WORKS TODAY

Through the process, we have live staff for personal support and virtual online chat. You can trust that we value your business and the care of your clients.

1. Before enrollment we will send you:
  - a. Benefit highlight sheets to help with enrollment education.
  - b. A build kit to guide you and answer questions.
  - c. An enrollment template file, customized to include your coverage choices, where you enter your census data.

**IMPORTANT REQUIREMENT:** The employees' email addresses must be included to provide them access to their portal account, where they can manage their benefits online 24/7, including accessing Evidence of Insurability and Claims information.

2. Pacific Life builds the case and validates the data. Once received, we will evaluate the file within 48 hours. If there are errors or changes are needed you will be notified within that window.
3. Once processed, you can view all successfully enrolled employees, download a report of errors (if applicable) and access the last processed file on the Broker Portal.
4. Your clients gain access to their Pacific Life portal, allowing them to view new employees, terminations, and status changes, access dynamic billing, and more.
5. For new employees, additions, and status changes please log into the Broker Portal, download the last submitted file, and use that to submit employee level changes each month.

**HELPFUL TIP:** To ensure the most accurate monthly bill, please submit changes by uploading a complete updated census file approximately five (5) business days before the end of the month.



Looking to boost efficiency even more?

Scan or click to view other ways to get **Connected for Success.**

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The home office for Pacific Life Insurance Company is located in Omaha, Nebraska.

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