



Condolence Administration Services

Our role as your benefits administrator is not only to make your job easier, but to take care of your employees and their families like you would. We take that job seriously. And we realize that means caring for your people through both the good times and the difficult times.

While death is a reality of life, we can help shift the burden of caring for those left behind. Businessolver's Condolence Administration services assist the family of the deceased—including dependents—with what is typically a very stressful situation. Additionally, we help you control your costs by removing dependents from coverage at the appropriate time.

Businessolver's Condolence Administration service provides:



Proactive Communication: Rather than waiting for them to contact us, we correspond with the family proactively once a death has occurred. We can request documentation of death, assist with carrier death claim forms, and coordinate with carrier(s).



Sensitive Handling: Our Member Advocates are trained to handle these situations with empathy as well as how to handle within the specific guidelines set forth by each client.



Appropriate Coverage: Within your defined rules, we change the status of the decedent's dependent(s) in Benefitsolver, effectively removing the dependents from coverage based on your coverage rules. If Businessolver is also your COBRA administrator, we will provide a qualifying event (QE) notice to dependents.