

ALEX FAQs

Getting started with ALEX.

What is ALEX?

ALEX is a platform that helps you select the best benefit plan and get the most out of your benefits. When you talk to ALEX, you'll be asked a few questions about your unique health and family needs, risk tolerance, financial circumstances, and lifestyle to provide more personalized benefits recommendations. ALEX will crunch some numbers and point out what plan makes the most sense for you and your family. And anything you tell ALEX remains between the two of you, so don't be afraid to really let loose about that weird tooth thing.

How long does it take to use ALEX?

Most users spend about 7 minutes with ALEX, but it really depends on how much guidance you'd like. And, if you set up an ALEX ID, ALEX saves your place, so you can leave to get a snack and then pick up right where you left off.

Can I trust ALEX with my private information?

Yes! Your ALEX experience is totally private and secure. You can rest assured that your answers and the health information you provide are never shared with your employer.

Can I use ALEX on my phone?

Oh yeah! The ALEX experience is optimized for any device you've got.

How should I prepare?

You don't need to do much of anything. ALEX will ask you to estimate what type of medical care you might need this year (doctors visits, surgeries, ER visits, prescriptions, etc.), so you may want to tally those up and talk to your family about their needs, but ALEX can also help you come up with some estimates.

How does ALEX know what plan is best for me?

ALEX utilizes predictive analytics to make sense of the mountain of data preferences to land on a transparent decision. ALEX takes into account your unique health and family needs, risk tolerance, financial circumstances, and lifestyle to make a recommendation based on the amount of coverage you prefer.

Can my family use ALEX?

Yes! Anyone in your household can use ALEX.

Does ALEX speak Spanish?

Yes, ALEX Go can translate the same experience to Spanish.

Why should I use ALEX?

ALEX is used by millions of people to help them understand their benefits, select the best-fit plan, and save for the future. It guides you through a confusing topic so you have peace of mind.

Can I use ALEX all year?

You bet! ALEX is built to support you throughout your career—from the moment you are hired until it is time to retire. Check-in with ALEX throughout the year for any benefits guidance you need or when those big life moments happen, like growing your family.

How does ALEX store my data?

ALEX stores user data in accordance with HIPAA rules and regulations, ensuring the privacy and security of protected health information. ALEX is SOC 2 compliant demonstrating our commitment to safe and confidential data storage.

Have more questions? Contact your HR Team today!