

MANAGING EMPLOYEE MEDICAL BENEFITS

Start Date:	19/10/2026	End Date:	23/10/2026
Categories:	Human Resources	Venues:	Madrid
Formats:	In Person	Instructors:	

OVERVIEW

This program covers the operational side of running an employee medical benefits scheme. It moves from setup and enrolment through lifecycle changes to the routine administration that keeps cover accurate and members informed. The emphasis is on getting the day-to-day mechanics right: eligibility, additions and deletions, records, and clear member communication, so that errors and coverage gaps are avoided.

OBJECTIVES

By the end of this course, participants will be able to: - Administer member enrolments, additions, and deletions - Apply eligibility rules correctly - Maintain accurate member and dependant records - Manage the joiner, mover, and leaver process - Handle mid-term changes and endorsements - Handle member queries about cover - Coordinate with the insurer and TPA on administration

COURSE OUTLINE

1- The Benefits Administration Cycle 2- The Role of the Benefits Administrator 3- Scheme Setup and Census Data 4- Eligibility Rules 5- Enrolments, Additions and Deletions 6- Managing Dependants 7- Joiner, Mover and Leaver Process 8- Mid-Term Changes and Endorsements 9- Member Records and Reconciliation 10- Handling Member Queries 11- Coordinating with the Insurer and TPA 12- Reporting and Audit

TARGET AUDIENCE

HR and benefits administrators responsible for the day-to-day running of an employee medical scheme.

METHODOLOGY

Delivery is hands-on, using sample membership data and process exercises. Participants work through enrolment and change scenarios across the week and practice query handling, finishing with administration scenarios.

CONCLUSION

Participants leave able to administer employee medical benefits accurately and to keep cover and records aligned with the workforce.

DAILY AGENDA

Day 1: The Administration Cycle and Scheme Setup

Introduces the benefits administration cycle, the administrator's role, and the scheme setup process including census data requirements and eligibility rule frameworks.

Day 2: Enrolments, Additions, Deletions and Dependants

Covers the process for enrolling new members, adding and removing cover, managing dependant records, and applying eligibility rules consistently.

Day 3: Lifecycle Changes and Mid-Term Endorsements

Focuses on the joiner, mover, and leaver process and how to manage mid-term changes and policy endorsements without creating coverage gaps.

Day 4: Records, Queries and Insurer Coordination

Examines member record maintenance and reconciliation, handling member queries accurately, and coordinating effectively with the insurer and TPA.

Day 5: Reporting, Audit and Administration Scenarios

Reviews scheme reporting and audit requirements, finishing with a set of practical administration scenarios applying the full week's learning.

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