



POWERED BY



ENROLLMENT HUB POWERED BY EMPLOYEE NAVIGATOR

ANOTHER PATHWAY 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 powered by Employee Navigator is a service feature offered at no additional cost — that allows you to manage enrollment through an online Employee Navigator portal. **It integrates with Pacific Life's 100% digital ecosystem which includes these powerful features:**



DIGITAL IMPLEMENTATION eliminates redundant requests for information as the data — beginning with the quote — persists throughout the portal as part of our benefits ecosystem.



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



DYNAMIC BILLING means we finalize the invoice after the coverage period to capture eligibility updates and provide the most accurate invoice possible to help minimize reconciliation.



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

Plus, the power of the Employee Navigator integration allows:



ONLINE MEMBER MANAGEMENT means Pacific Life sets up your clients in Employee Navigator and provides guidance. For initial enrollment, complete our Pacific Life File Template (we'll upload it) or enter members individually. Members can self-enroll via a link (currently available for individual entry only), or you can manage enrollments yourself. After setup, you or your client manage ongoing updates in Employee Navigator.



ONLINE ERROR HANDLING where production errors will be uploaded into Employee Navigator each week for you to easily resolve.

How Does Enrollment Hub powered by Employee Navigator Work?

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.

- Before enrollment we will send you:
 - Benefit Highlight Sheets to help with enrollment education.
 - A build kit to guide you and answer questions.
- Pacific Life builds the case in Employee Navigator and provides the broker and client team with logins for access. We will provide guidance on how to manage enrollments within Employee Navigator.
- For initial enrollment entry, you can either enter members individually in Employee Navigator or complete the Pacific Life File Template, which we'll upload for you. Member self-enrollment via a link is also available when members are entered individually (census not yet supported).

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

- Once enrollments are present in Employee Navigator, we will test the data and move your enrollment integration to production when it is ready. Once in production, enrollments are processed by Pacific Life on Tuesdays and Fridays. Testing and production enrollment errors are provided within Employee Navigator.
- Once processed, you can view all successfully enrolled employees on the Pacific Life Portal.
- Your clients gain access to their Pacific Life Portal, allowing them to view new employees, terminations, and status changes, access dynamic billing, and more.
- For ongoing enrollments, all updates should be entered directly into Employee Navigator. Uploading the Pacific Life File Template is not supported.



Ready for a better benefits experience?
**Talk to your sales representative or contact us
by scanning or clicking the QR code on the left.**

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The home office for Pacific Life & Annuity Company is located in Phoenix, Arizona. The home office for Pacific Life Insurance Company is located in Omaha, Nebraska.

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WB-157A

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