



HR SUPPORT SERVICES

Benefits Administration System

- An advanced technology solution to easily and accurately administer employee benefits
- Employee self-service portal
- Any size groups, cloud-based offering availability 24/7/365
- SaaS platform feeds benefits information directly to the carriers reducing data errors
- Full implementation and project coordination
- Over 50 standard reports and custom report writer
- Three way audit and reconciliation
- Connectivity with most payroll providers



Employee Call Center Services (Year Round)

- Dedicated 800 numbers
- Telephonic voice-stamped enrollments
- Employee advocate with insurance carrier
- Technology how to inquiry
- Call center representatives working to resolve
 - Eligibility – plan and coverage inquiry
 - Enrollment – open and perpetual
 - Life events
 - Claims assistance
 - Dependent verification inquiry



Employee Communications & Fulfillment Services

- On-site enrollment
- Customized employee communications documents
- Enrollment and fulfillment kits
- Benefit confirmation statements
- Dependent verification information material



COBRA Administration

- Initial notification
- EDI electronic carrier and payroll file interface
- Employee communications
- Transaction processing of eligibility and enrollment
- Billing and collection
- Premium payment processing
- HIPAA compliance



Premium Billing and Invoicing

- One bill
- Self-billing (subject to insurance carrier)
- Bill reconciliation
- Payment processing

ACA Reporting and Administration (Fee Applies)

- ACA profile and management
- Annual Reporting and IRS filing
- ACA eligibility management
- 1095 forms and mailed to employees' homes