



Direct Billing Administration Summary of Services

Implementation Services	<ul style="list-style-type: none"> • Kick-Off Meeting • Assigned Implementation Team • Weekly Status Calls • Business Requirements Documentation • System Configuration and Testing • System User Training
Participant Communications	<ul style="list-style-type: none"> • Benefit Concepts Announcement Letter • Introductory Letter • New Direct Billing Letter • Reminder Letter • Cancellation Letters • Annual Enrollment Letter • Premium Change Letter
Administrative Services	<ul style="list-style-type: none"> • Collection of Premiums • Accounting for Premium Payments • Participant Refunds • Reinstatement • Annual Enrollment Processing • Carrier Payments • Carrier Audits • System User Training
Reporting	<ul style="list-style-type: none"> • Eligibility Reporting to Carriers • Direct Billing Reporting to Client
Web Portal	<ul style="list-style-type: none"> • Participant Self-service Portal • Manager Self-service Portal
Benefit Concepts Customer Service	<ul style="list-style-type: none"> • Call Center Hours 8:30 AM to 9:30 PM (M-F) Eastern Time • Interactive Voice Response 24/7 • Email Support