



Benefit 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 • Load Demographic Information • Incoming/Outgoing File Development • System User Training
Participant Communications	<ul style="list-style-type: none"> • Enrollment Communications • Enrollment Worksheets • Confirmation Statements
Administrative Services	<ul style="list-style-type: none"> • Enrollment Processing • Termination Processing • Enrollment Communications • Carrier Premium Billing • Annual Enrollment Processing • Evidence of Insurability Processing • Dependent Verification • Online Beneficiary Designation • Carrier Eligibility File Audits • System User Training
Reporting	<ul style="list-style-type: none"> • Eligibility Reporting to Carriers • Enrollment and Demographic Reporting • Ad Hoc Reporting Tool
Web Portal	<ul style="list-style-type: none"> • Participant Self-service Portal <ul style="list-style-type: none"> ○ Benefit Enrollment ○ Dependent Management ○ Beneficiary Designation ○ Historical Benefits Data • 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