Process Map

Wednesday, February 21, 2024 8:15 AM

Link to Visio Process Map

BOR Model - 1DS EPIC Data Import Process 3-10-2025

Information Gathering

Friday, September 22, 2023 12:23 PM

Data Intake File

1. Mike/Brian asks AP/Platform to supply the lookup codes for the groups that are moving to ADS, along with whether they are on Group EPIC, Platform EPIC, or Standalone EPIC database.
2. AP/Platform sends information back.
3. Project Manager sends Mike Vollmer the list of lookup codes and what EPIC platform they are on, asking for a data extract.
   a. CC' Systems Implementation Analysts on all requests to Mike V.
4. Mike Vollmer pulls data extract and sends back to Project Manager for data analysis.

Platform Block Transfers:

1. ADS Leaders meets with Platform Leaders to review process, EPIC window, Opt-Out Tool
2. Platform Leadership works through Opt-Out Tool
3. ADS PM Team extracts Opt-in File

Discovery Questions

In addition to gathering Group & Policy data on the data intake file, ask the AP/Platforms for answers to the discovery questions below:*

What AMS System does each AP within this block transfer use?
What Benefit Admin System/Enrollment Vendor do they use? (Example: Ease, Employee Navigator)
What Payroll Vendors do the clients use?
Do the AP's within this block transfer use Suvaun? a. If so, are all groups in Suvaun, or can you provide a list that are in Suvaun? (We ask this because we can have their Suvaun profiles transferred to our Suvaun account which is easier than building them from scratch.)
Are there any "level" or "self-funded" medical plans? a. If so, which ones? (We may not be able to handle these plans.)
How are compliance notifications (i.e. State COBRA, COBRA, Privacy, POP, etc.) handled for the groups in the block transfer? (Identify Vendor's and details for each group)
Are any of the transferred groups assigned to a GA? If yes, can you identify which groups and what GA they are written through?
Do any groups pay a "Micro Fee" (fee paid to AP/Platform in addition to the commission received from the carriers)? a. If so… a. How much? b. How Frequent? c. Is there a fee agreement in place with the client? d. How are the clients invoiced?
Please identify high priority clients. High Priority = High Revenue (Either in one particular LOB or across multiple LOB) OR = Special Relationship *Number of High Priority Clients should not exceed 2% of the Book of Business being transferred to Acrisure Digital Solutions
Where are attachments kept? (In AMS System, File Folders, or other?)
Who is listed as producer on House Accounts with the carriers?

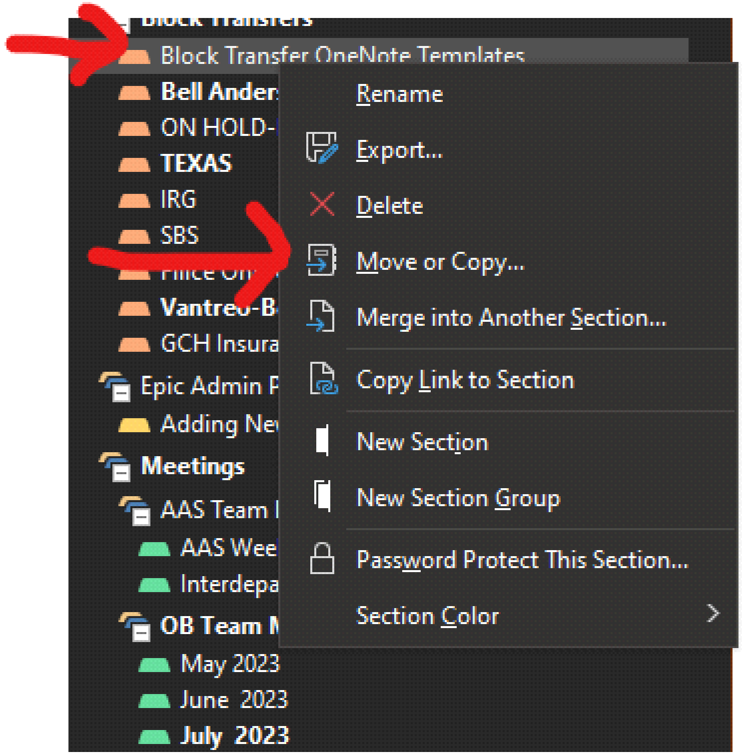
*Not having this information upfront shouldn't hold the project from moving forward. We can continue to gather this information while moving forward with Data Analysis and Kick-off.

Next Step: Setting up OneNote Section for Project

Setting up OneNote Section for Project

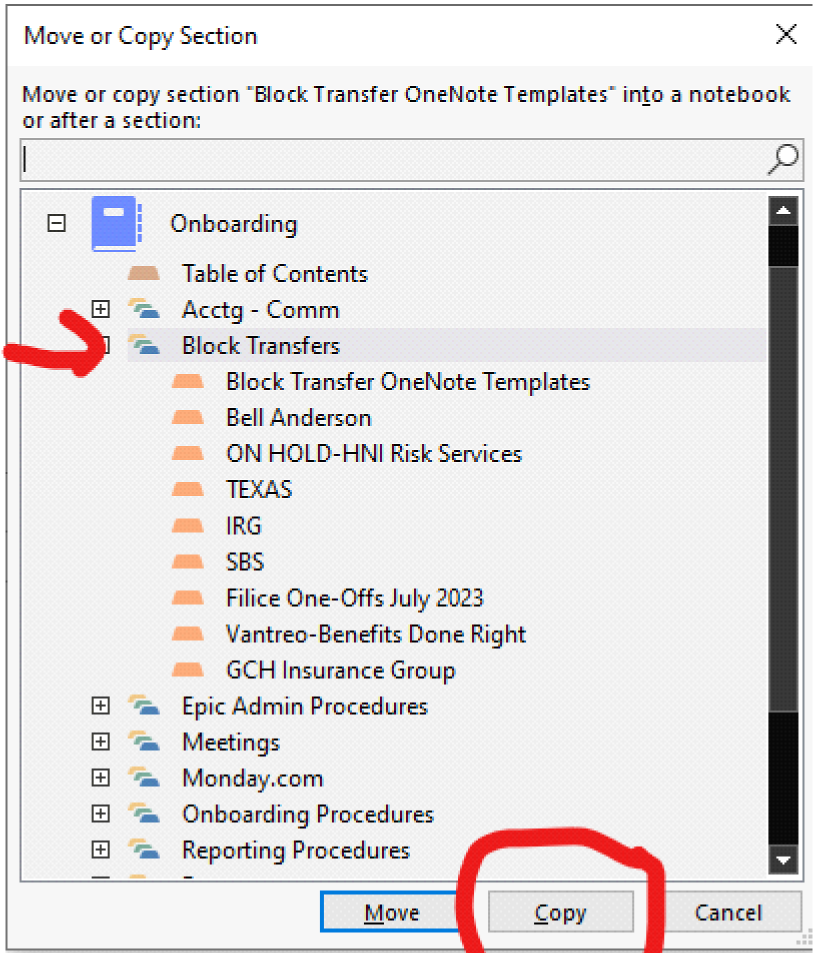
Wednesday, September 27, 2023 9:38 AM

1. Right click on the section titled [Block Transfer OneNote Template]
2. Click Move or Copy



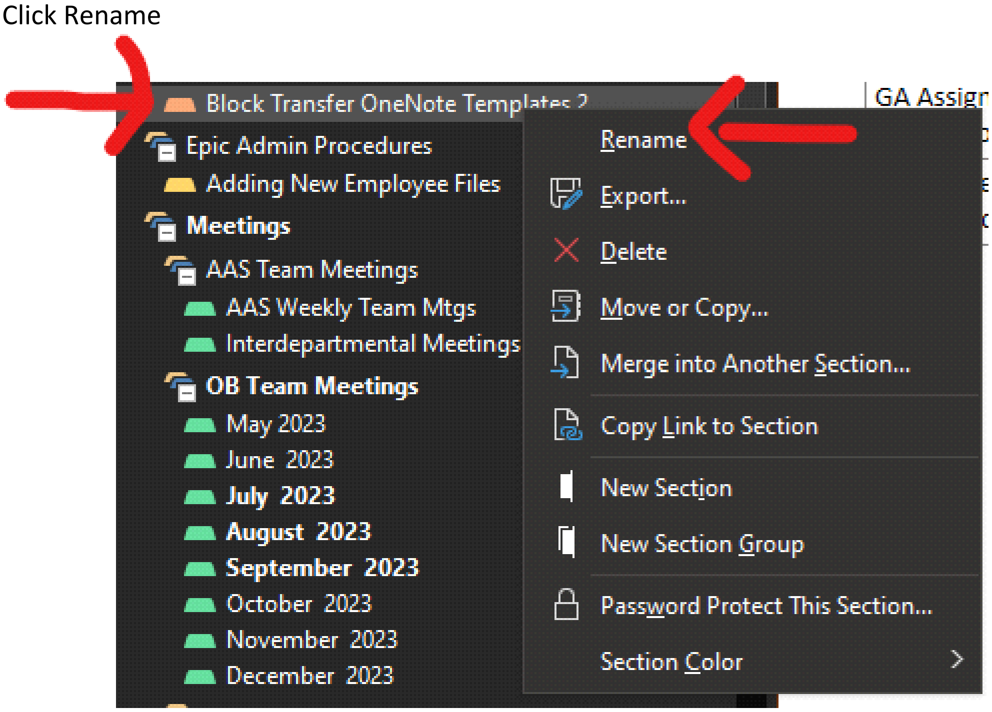
3. Highlight Block Transfers Group Section

4. Click Copy



5. Right click on the section copy you just created

6. Click Rename



7. Type in the APs name
8. Delete the Project Log-Platform Model page (Example)
9. Go to the Contact Info page for the project you just created a tab for.

10. Type in the contact information for the project (Example)
11. Add the answers to the Discovery Questions to the Discovery Questions OneNote page for the project (Example)

Next Step: Data Analysis

EPIC Extract Format

Friday, March 29, 2024 2:38 PM

This page was sent to Mike V & BSIT Team on 4/3/2024

RE_
Updates t...

Template & Sample Files

File	Description
Standardized EPIC Extract Template	EPIC Extract Template
ACB Data Pull Req_...	Example: ACB Data Extract

Extract Query Details

Group Contacts Tab	• Pulls all but primary contact into this tab
Client Tab	• This will have primary contact info, address info and other client level information
Policy Detail Tab	• This contains all the policy details for the groups we sent to be extracted
Extract's Date Range	• Mike V. will pull anything active & future dated policies
Premium & Commission Amounts on Package Policies	• Pulled at line level & policy level • If Policy level commissions look inflated it is because of data entry error on the AP/Platform side, most likely caused by AP/Platform entering the total policy premium/commission amount at line level for each policy in package instead of breaking it out by line. • Policy level will then get zeroed out so that the script to calculate based on line level can run.

Field Notes

Field Name	**Notes**
Dept	• Will pull all lines • PM will review file and mark non-EB policies and they will be removed from the file before being sent for import
STATUS	• The following status codes are excluded: QUO – Quoting Use Only CRN – Cancelled CRW – Cancelled ZER – Created in Error NRR – Non-renewed Renewal CNW- Cancelled New NRN- Non-renewed New
IssCompany	• Will be changed from code to full name/description
PPECompany	• Will be changed from code to full name/description
Service Role 1	• Full name/description not code
Service Role 2	• Full name/description not code
GroupProd	• Full name/description not code
GroupCSR	• Full name/description not code
Service Role 5	• Full name/description not code
Service Role 6	• Full name/description not code
Service Role 7	• Full name/description not code
Service Role 8	• Full name/description not code
Service Role 9	• Full name/description not code
Service Role 10	• Full name/description not code

EBProd1	• Full name/description not code
EBProd2	• Full name/description not code
EBServicer1	• Full name/description not code
EBServicer2	• Full name/description not code
Service Role 15	• Full name/description not code
Service Role 16	• Full name/description not code
Service Role 17	• Full name/description not code
Service Role 18	• Full name/description not code
Service Role 19	• Full name/description not code
Service Role 20	• Full name/description not code
PRBR1	• Full name/description not code
PRBR2	• Full name/description not code
PRBR3	• Full name/description not code
PAYLk_4	• Full name/description not code
PAYLk_5	• Full name/description not code
PAYLk_6	• Full name/description not code
PAYLk_7	• Full name/description not code
PAYLk_8	• Full name/description not code
PAYLk_9	• Full name/description not code
PAYLk_10	• Full name/description not code

EPIC Build from Export File

- The export file will be mapped to the EPIC Import Utility file format for import

Data Analysis Process

Wednesday, September 27, 2023 9:23 AM

Opt-In File Review (Platform Block Transfers Only)

1. ADS PM reviews Opt-In File (See Review Checklist)
2. ADS PM sends Opt-in file to Data & Import Team and cc's ADS System Implementation Team

Next Step: Kick-Off

EPIC Extract Data Review

1. Data & Imports Team pulls EPIC data by lookup code via BDE and sends to ADS PM.
2. Review data extract for non-Employee Benefits polices or any other policies that should not be imported into ADS EPIC and remove the non-EB policies from the extract file.
   a. Check for supported vs non-supported policy types (Use link below for supported vs non-supported policy types

      EB Policy Types Supported vs Non-Supported

Note: Remember save original file before removing non-EB policies

3. ADS PM reviews data file and discovery question answers for any errors or missing data. (See Review Checklist) and ADS leadership negotiates producer comp and house account changes.
4. ADS PM sends Data Extraction Review & Confirmation Email
5. ADS PM sends file to AST Team Lead and Brian Lelio for AM Assignments.
6. Once AM Assignments are complete, ADS PM sends final approval request to Platform Leader.

Next Step: Producer Licensing Confirmation

Review Checklist

Tuesday, July 25, 2023 12:44 PM

Below is a list of things to review when you receive a data intake file from an AP. This is not a comprehensive list.

- [ ] Do all the groups on the list sent for EPIC Extract appear on the EPIC Data Extract spreadsheet? (Use v-lookup or x-lookup to audit)
- [ ] Are there any Rows/Columns hidden?
- [ ] Are there any cells/rows/columns left fully/partially blank?
- [ ] Are there any compliance fees?
    - May show up as separate line with XYZ Carrier as the issuing & billing company.
- [ ] Do the # of EE's & # of EE's enrolled make sense?
    - For example are there more enrolled than total # of EE's. (Could mean they are counting dependents in enrolled # or there might be a typo)
- [ ] Check plan start and expiration dates.
    - [ ] Are the expiration dates after the start dates?
    - [ ] Is the start date on the 1st of the month and the end date on the last day of the previous month a year later (
        - **Example**: Start = 11/1/2023 & End = 10/31/2024
    - [ ] Are there any of the policies already expired? (AP may have forgotten to update after renewing....or it may be a lost group).
    - [ ] Are there any mistyped dates? Example: 13/1/2024 instead of 12/1/2024
- [ ] Are there any new carriers that aren't in EPIC yet? (See Appointed Carriers- AAS)
- [ ] Are there any commissionable producers?
- [ ] Are there clients in any states that aren't supported by Ease or Suvaun? (See Finding Rate Areas)
- [ ] Double check Premium, Revenue, and Commission % to make sure they align/make sense.
    - [ ] Do the commission rates seem low?
    - [ ] Do the commission rates seem high?
    - [ ] Are there any PEPMs?
    - [ ] Are all Commissions entered? If not, enter the data as a Flat Fee per Policy Line.
- [ ] Do the NAICS & SIC Codes match with codes in EPIC (See EPIC NAICS & SIC Codes)
- [ ] Check policy type(s)
    - **Policy Types We Can't Take**
        - Individual Policy Types (All)
        - ICHRA
        - Self-Funded
        - Worksite Products
- [ ] Check States (making sure ADS and Platform AM's are licensed there)
- [ ] Check for international addresses (Ex: BC = Canada)
- [ ] Review for any HealthNet or Centene policies (they have to be manually BOR'd)

Finding Rate Areas

Tuesday, July 25, 2023 1:03 PM

1. Find out which county the group is located in. (Google Search by Zip code or city, state)
2. Click the link to for the state the group is located in. This will take you to a webpage that has a table of all the rate areas by county. *NOTE: If all groups are already in Suvaun and Ease, this would not be a necessary step. This is a rare scenario.*

Rate State	Rate Area*	In Suvaun (Yes/No)*
Alabama	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/al-gra	Yes
Alaska	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ak-gra	Yes
Arizona	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/az-gra	Yes
Arkansas	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ar-gra	Yes
California	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ca-gra	Yes
Colorado	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/co-gra	Yes
Connecticut	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ct-gra	Yes
Delaware	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/de-gra	No
District of Columbia	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/dc-gra	Yes
Florida	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/fl-gra	Yes
Georgia	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ga-gra	Yes
Hawaii	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/hi-gra	Yes
Idaho	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/id-gra	Yes
Illinois	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/il-gra	Yes
Indiana	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/in-gra	Yes
Iowa	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ia-gra	Yes
Kansas	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ks-gra	Yes
Kentucky	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ky-gra	Yes
Louisiana	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/la-gra	Yes
Maine	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/me-gra	Yes
Maryland	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/md-gra	Yes
Massachusetts	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ma-gra	No
Michigan	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/mi-gra	Yes
Minnesota	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/mn-gra	Yes
Mississippi	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ms-gra	Yes
Missouri	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/mo-gra	Yes
Montana	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/mt-gra	Yes
Nebraska	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ne-gra#Small-Group-Market	Yes
Nevada	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/nv-gra	Yes
New Hampshire	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/nh-gra	No
New Jersey	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/nj-gra	Yes
New Mexico	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/nm-gra	Yes
New York	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ny-gra	Yes
North Carolina	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/nc-gra	Yes
North Dakota	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/nd-gra	Yes
Ohio	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/oh-gra	Yes
Oklahoma	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ok-gra	Yes
Oregon	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/or-gra	Yes
Pennsylvania	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/pa-gra	Yes
Rhode Island	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ri-gra	Yes
South Carolina	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/sc-gra	Yes
South Dakota	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/sd-gra	Yes
Tennessee	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/tn-gra	Yes
Texas	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/tx-gra	Yes
Utah	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/ut-gra	Yes
Vermont	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/vt-gra	Yes
Virginia	https://www.cms.gov/cciio/programs-and-initiatives/health-insurance-market-reforms/va-gra	Yes
Washington	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/wa-gra	Yes
West Virginia	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/wv-gra	Yes

CT- Yes
MA- No
RI- No
VT- No

Wisconsin	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/wi-gra	Yes
Wyoming	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/wy-gra	Yes
American Samoa	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/as-gra	No
Guam	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/gu-gra	No
Northern Mariana Islands	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/nmi-gra	No
Puerto Rico	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/pr-gra	No
US Virgin Islands	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/vi-gra	No

*This data is updated as of 2023

3. Find the county that is associated with the groups zip code/city in the table.
4. In column AZ (labeled Rate Area) on the data intake file, enter the rate area that is listed next to the county.
5. Repeat for each group on the data intake file.

EPIC NAICS & SIC Codes

Monday, October 2, 2023 2:09 PM

Epic NAICS & SIC Cod...

NOTE: This was pulled as an NAICS/SIC file from EPIC.

Please use this file to cross check the data contained in the Data Intake File that is under review by the PM.

Producer Licensing Confirmation

Tuesday, June 4, 2024 10:32 AM

File Examples

Data Extract File:

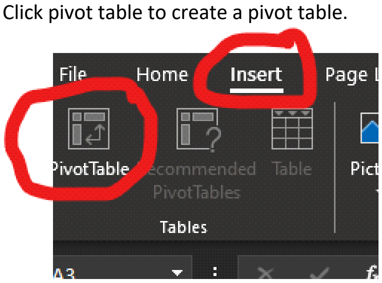
South Platform ...

Producer Licensing List:

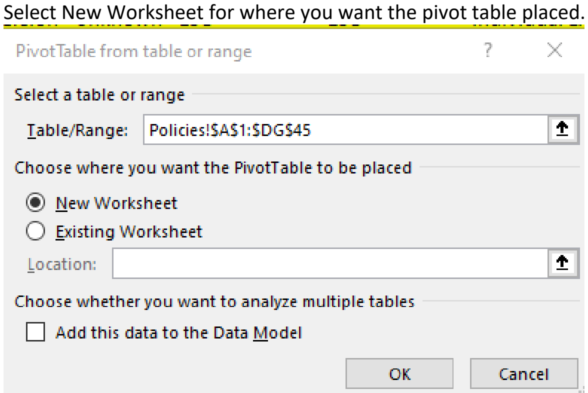
South Platform ...

Instructions

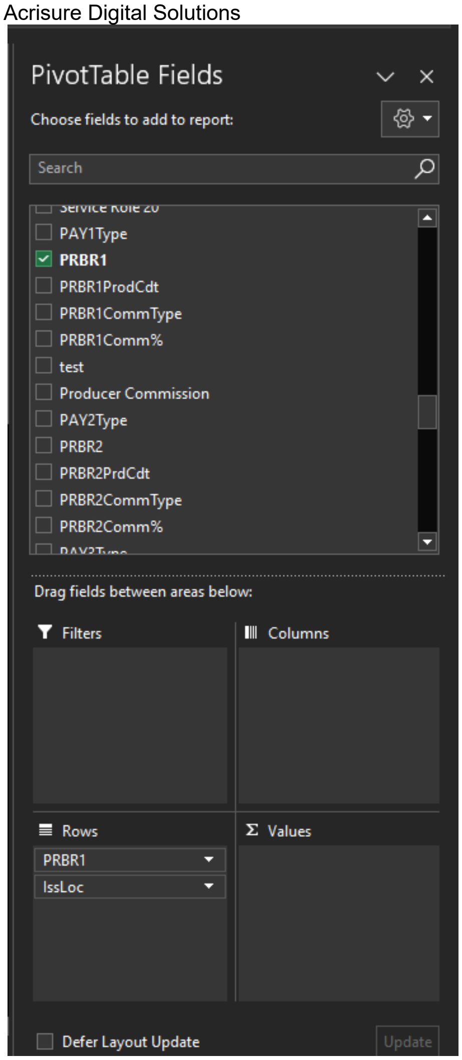
1. Open data extract file.
2. Go to policies tab.
3. On the top of the screen go to the insert banner.
4. Click pivot table to create a pivot table.



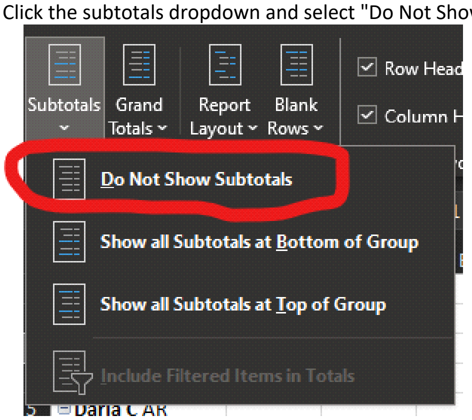
5. Select table range if it doesn't do it for you.
   a. You will want all the PRBR producer columns and the issuing state in order to gather the information you need.
6. Select New Worksheet for where you want the pivot table placed.



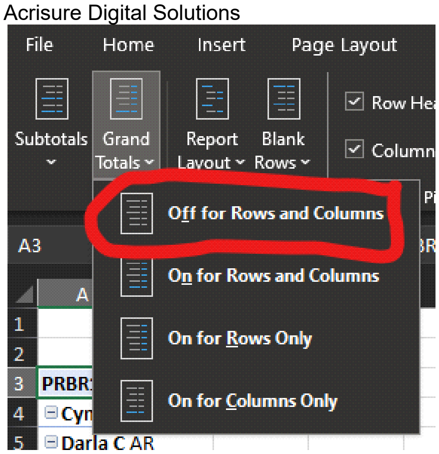
7. Click ok.
8. In the Rows field drag and drop PRBR1 and Issuing location.



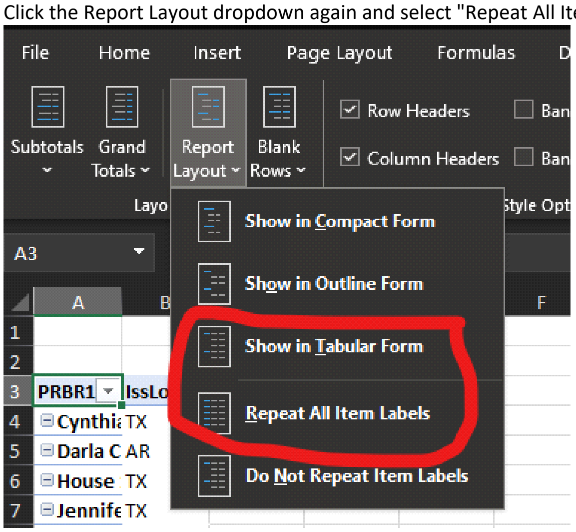
9. Select the pivot table and go to the design banner.
10. Click the subtotals dropdown and select "Do Not Show Subtotals"



11. Click the Grand Totals dropdown and select "Off for Rows and Columns"



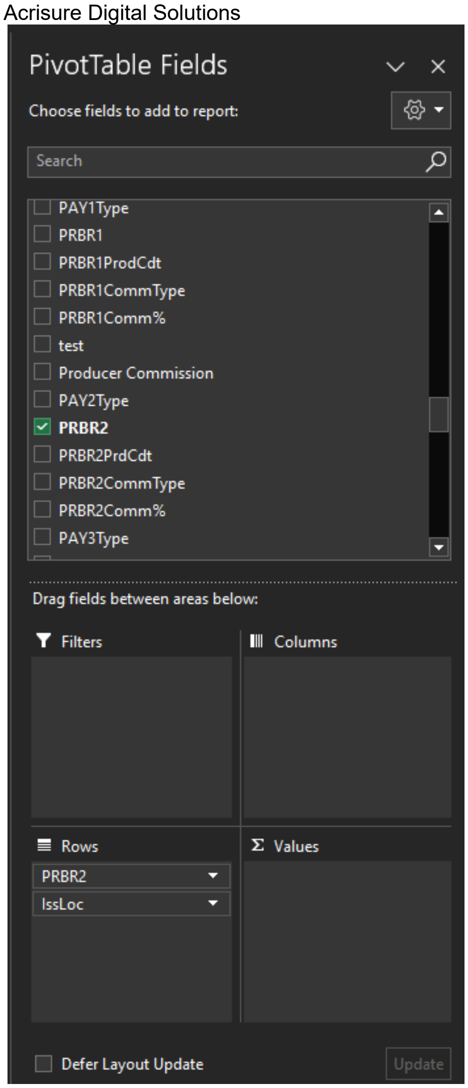
12. Click the Report Layout dropdown and select "Show in Tablular form"
13. Click the Report Layout dropdown again and select "Repeat All Item Labels"



14. Copy the pivot table results into a separate spreadsheet. (Paste values only to get rid of the pivot table function.
15. Save this spreadsheet in the project's folder in OneDrive.
    a. **Use naming convention**: Project Name_Producer Licensing List
    b. **Example**: South Platform Wave 2_Project Licensing List

If you don't have any producers listed in PRBR2 column that are being paid producer compensation skip to step 26

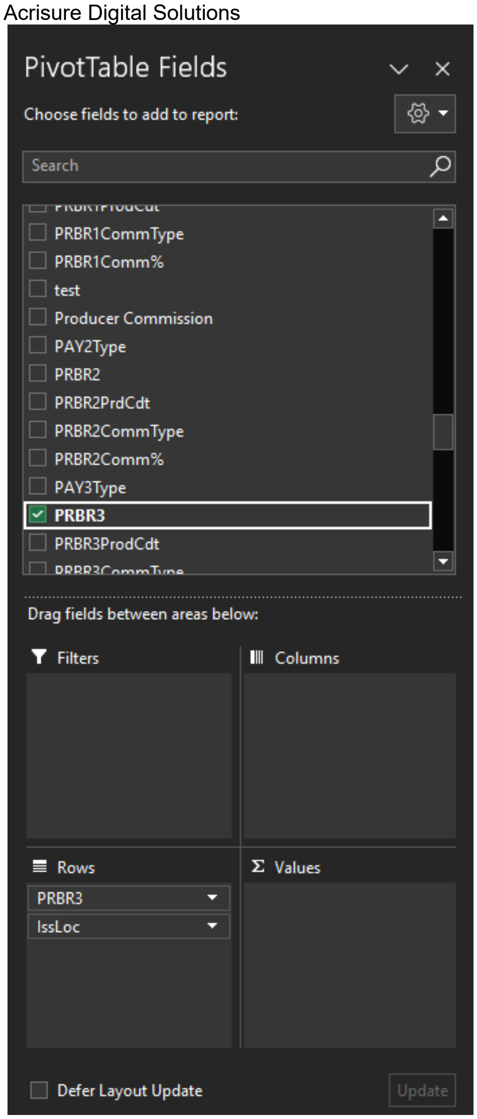
16. Go back to the pivot table tab.
17. In the Rows field remove PRBR1 and add PRBR2



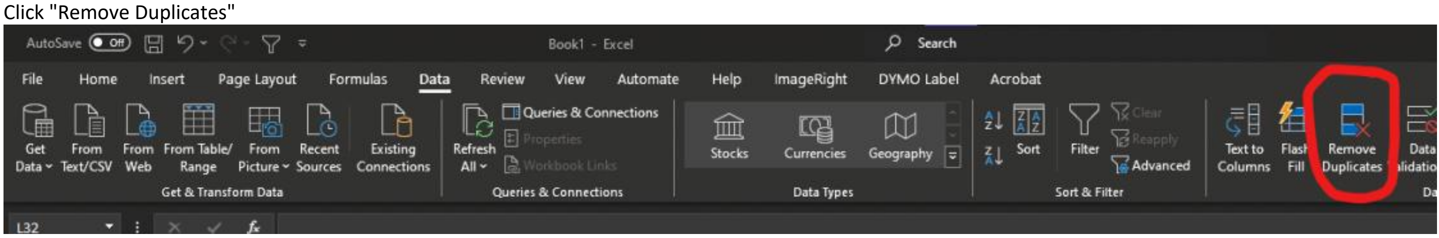
18. Copy the pivot table results and past into that separate spreadsheet you created in step 9.

If you don't have any producers listed in PRBR3 column that are being paid producer compensation skip to step 26.

19. Go back to the pivot table tab.
20. In the Rows field remove PRBR2 and add PRBR3



21. Copy the pivot table results and past into that separate spreadsheet you created in step 9 & 12.
22. On the producer licensing spreadsheet you created remove all House Accounts and blanks.
23. Select the two columns with data in them.
24. Go to data banner.
25. Click "Remove Duplicates"



26. Make sure the file is saved and exit.

Note: If you have policies in multiple EPIC Databases or other AMS systems you will need to repeat the steps above for each database/system (but pasting to the same Producer Licensing List file)

You now should have a file that contains a list of all the producers being paid producer comp and the states they have written policies in.

27. Open the [Confirmation of Licensed Producer]() email template.
28. Update the subject line to include your project name.
29. Attach the Producer Licensing List file to the email.
30. Add the platform leader to the To: field.
31. Once you receive response, save it in your project's OneDrive file.

Note: If a producer is not licensed in a state they won't be eligible to continue to receive producer compensation for policies written in that particular state.

- They can decide to get licensed in that state if they so choose, but they will need to work with licensing to do that.
- If they aren't licensed in a state and they chose not to pursue the license remove them from PRBR and make it a house account.

Next Step: Carrier Panel Report

Kick-off Process

Friday, September 22, 2023 12:37 PM

1. Schedule kick-off with AP/Platform.
    - Presentation shouldn't take longer than 15 minutes + 15 minutes for questions
2. Personalize Kick-off Presentation
    - Power Point Template
3. Have Kick-off meeting.
    a. During call confirm with Platform Leaders they are aware of their responsibility to train ADS AM(s) on regional specifics (i.e. markets, requirements, etc.)
4. Send out "Getting Started" email to AP
    - Sent from Project Manager's personal AAS email address
    - Attachments to add to email
        - 1.0 OB_to_AP_Letter.pdf
        - 1.1 First_Contact_AP_to_Customer_Email.docx
        - 1.2 AP_to_Customer_Phone_Script.pdf
        - 1.3 AAS Lead Generation Form.docx
        - 1.4 Partner Kick-off Meeting Deck.pdf
        - 1.5 AAS_Cobranded_Instructions.docx
        - 1.6 AAS_Benefits_Overview_AP.pdf
        - 1.7 FAQ's AP_to_Customer.pdf
5. Send notification to ADS AM Team Management to let them know project has kicked off.
    - Template: AAS AM Management Team_Kickoff Notification and Block Transfer Stats.oft
    - Include:
        - AP Name OR Platform Name
        - Group Count
        - Policy Count
        - Total Annual Premium
        - Total Annual Revenue
        - Total Annual Micro Fees (if AP charges Micro Fees)

Next Step: EPIC Extract Review

Panel Carrier Report

Tuesday, February 27, 2024 1:41 PM

Purpose:

Sent to our panel carriers so that they know when they can expect an influx in new quotes. Part of the agreement with the panel carriers is that we will give them an opportunity to quote for all our groups (whether or not they have policies with them already).

Sample Report:

Original File	Northwest Platform_...
File up to Step 16 (Before deleting out columns)	Northwest Platform_...
Final Panel Carrier Report	Northwest Platform_...

Instructions:

1. Open the final data file for the block transfer.

2. Save a copy of this file with the naming convention Platform Name_Panel Carrier Report_Date of Report to the OneDrive file for that block transfer.
   Example:
   South Platform Wave 1_Panel Carrier Report_02-26-2024

3. Insert a column after the group name column and type "Unique Group Number" as header for that column.

B	C
Client Name	Unique Group Number
4-Way AutoLLC	1
Archer Investment Management	2
D&H Roofing INC	3
Dicky Grigg P C	4
Fabcon Products, Inc.	5
Fabcon Products, Inc.	5
Honeysuckle Accupunture	6

4. In the second cell of the column you just created, copy and paste the following formula:
   =IF(COUNTIF(B$2:B2,B2)=1,MAX(C$1:C1)+1,VLOOKUP(B2,B$1:C1,2,0))

   NOTE: Depending on the location of the Client/Group Name column and the Unique Group Number column in the worksheet you may need to manually adjust the formula to reflect the correct column letter.

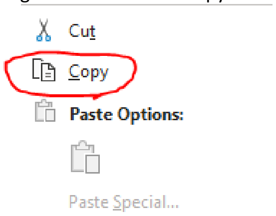
   Example:
   Say the client name column in the above example was actually in column F and the unique group number was in column G, in the formula where you see B you would change it to F and where you see C you would change it to G.

   The final formula would read:
   =IF(COUNTIF(F$2:F2,F2)=1,MAX(G$1:G1)+1,VLOOKUP(F2,F$1:G1,2,0))

5. Copy the formula down for each row in the Unique Group Number column. You can do this by clicking the lower right corner of the cell you just entered the formula into. The Unique Number column should now display a unique number for each group

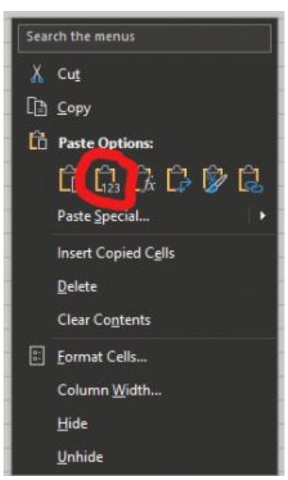
Client Name	Unique Group Number
4-Way AutoLLC	1
Archer Investment Management	2
D&H Roofing INC	3
Dicky Grigg P C	4
Fabcon Products, Inc.	5
Fabcon Products, Inc.	5
Honeysuckle Accupunture	6
Jean Marc Fray Inc.	7
Jean Marc Fray Inc.	7
Local Lifters LLC	8
North Forest Development Austin LLC	9
North Forest Development Austin LLC	9
Price Ainsworth ,LLP	10
Texas Land Surveying, Inc.	11
Texas Land Surveying, Inc.	11
Weinman & Associates, P.C.	12
Weinman & Associates, P.C.	12
Weinman & Associates, P.C.	12
Wildflower Animal Hospital PLLC	13
Wildflower Animal Hospital PLLC	13
Wildflower Animal Hospital PLLC	13
AEM Group, LLC	14
Aria Real Estate Group, LLC	15
AT VENTURES LLC dba ATV Bookkeeping	16
AT VENTURES LLC dba ATV Bookkeeping	16
AWKA Properties, LLC	17
AWKA Properties, LLC	17
Ben Coffin dba Granny Had One	18
Ben Coffin dba Granny Had One	18
Ben Coffin dba Granny Had One	18
Bliss Electric	19
Bodin Chiropractic PLLC	20

6. Highlight the Unique Group Number column.
7. Right click and select copy.



8. Right click in the first cell of the Unique Group Number column
9. Right click and select paste values

Note: The paste option with the clipboard icon with 123 in it is paste values only.



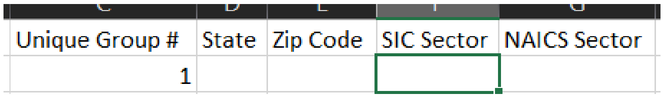
8. Highlight the 4 columns after the Unique Group Number column.

9. Right click.

10. Select insert.

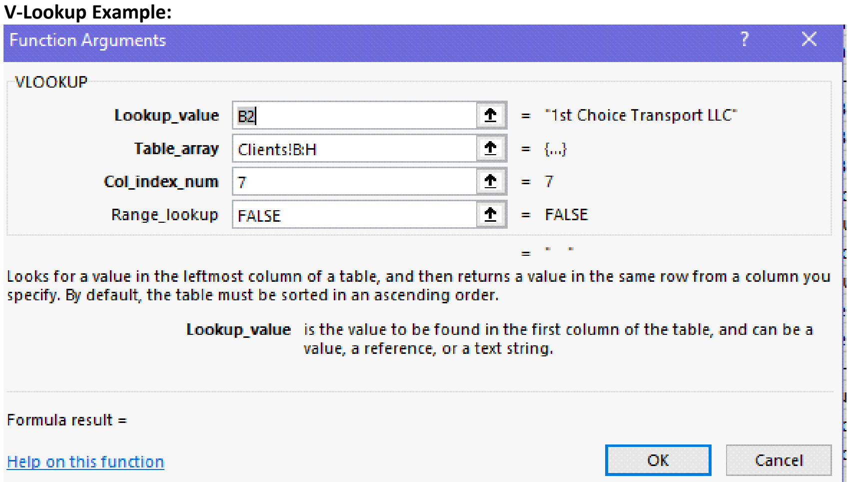
Note: This should have inserted 4 blank rows in after the Unique Group Number column.

11. Title the first blank column Client *State*, the second blank column *Client Zip Code,* the third column *SIC Sector,* the fourth column *NAICS Sector*

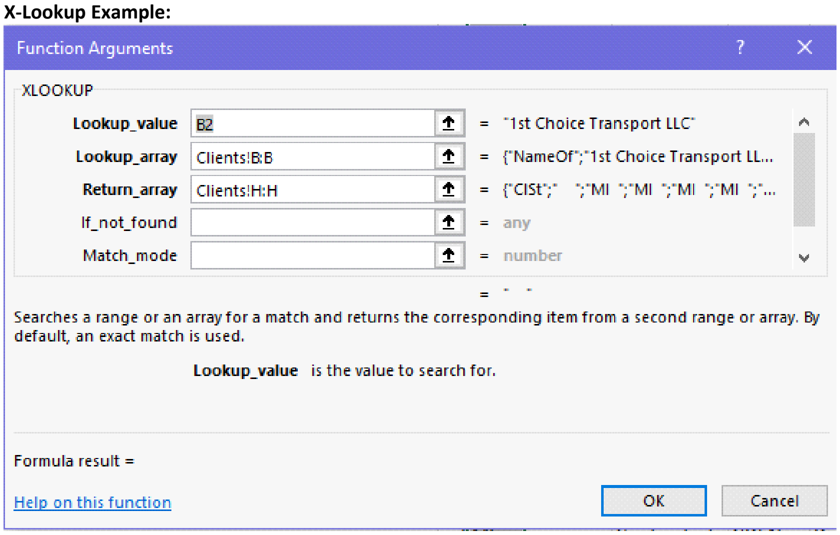


12. In the second cell of the column you titled Client State, do a v or xlookup using the AccountName on the Policies tab and matching it to the clients tab to populate the state for the policy.

V-Lookup Example:

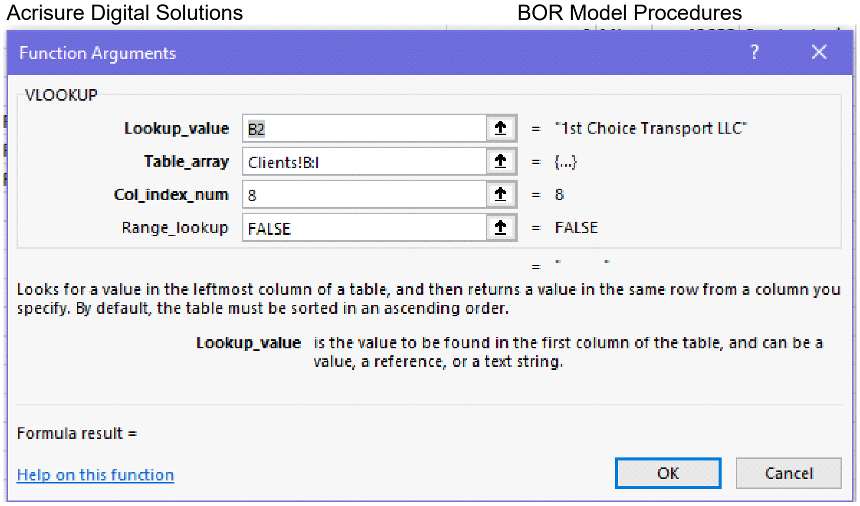


X-Lookup Example:

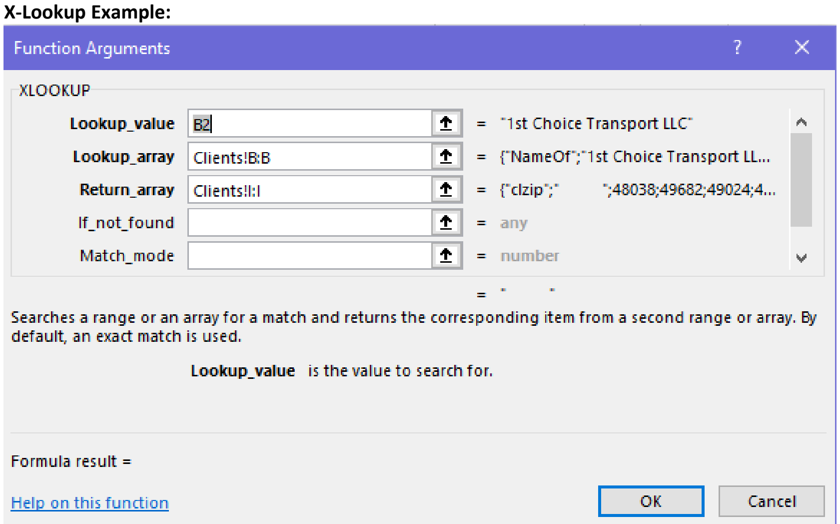


13. In the second cell of the column you titled Client Zip Code, do a v or xlookup using the AccountName on the Policies tab and matching it to the clients tab to populate the zip code for the policy.

V-Lookup Example:

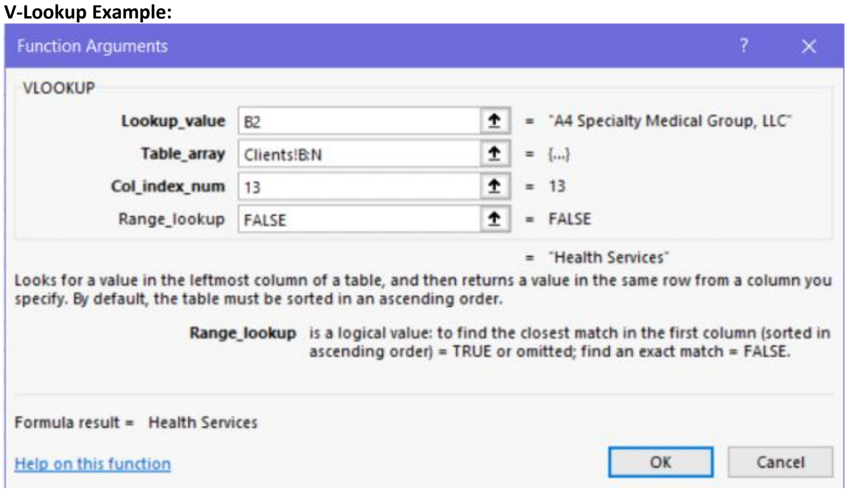


X-Lookup Example:

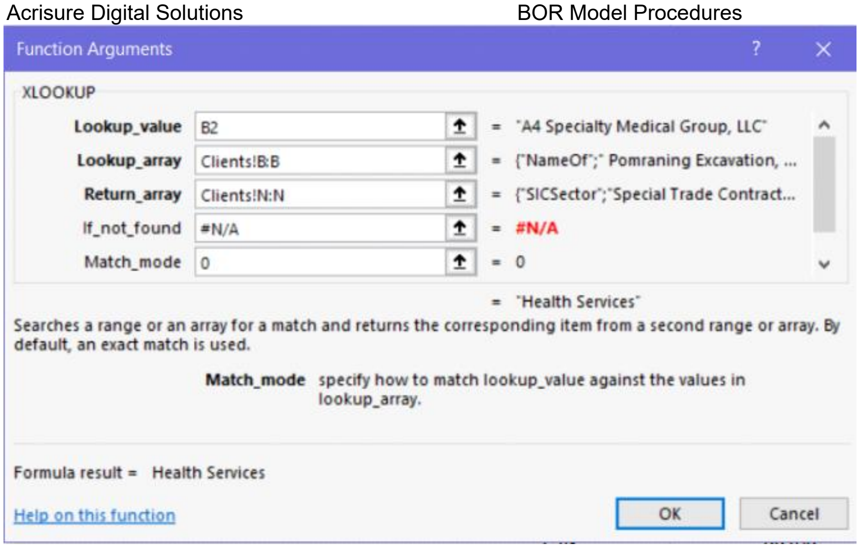


14. In the second cell of the column you titled SIC Sector, do a v or xlookup using the AccountName on the Policies tab and matching it to the clients tab to populate the SIC Sector for the policy.

V-Lookup Example:

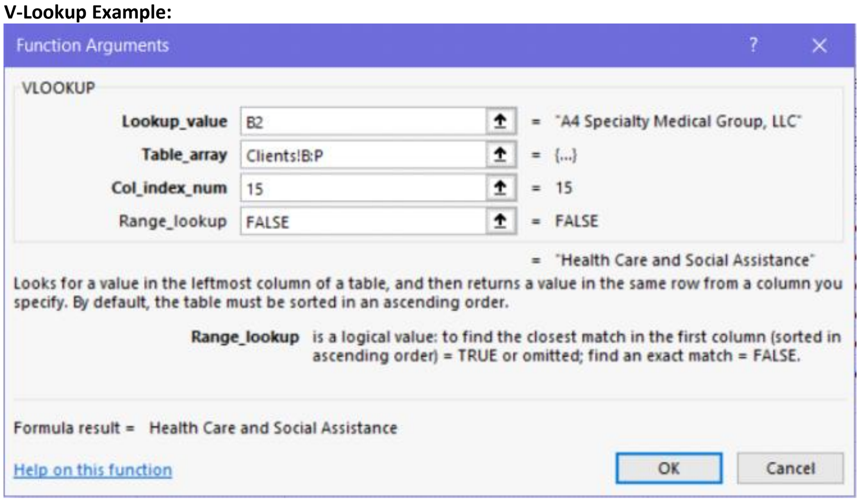


X-Lookup Example:

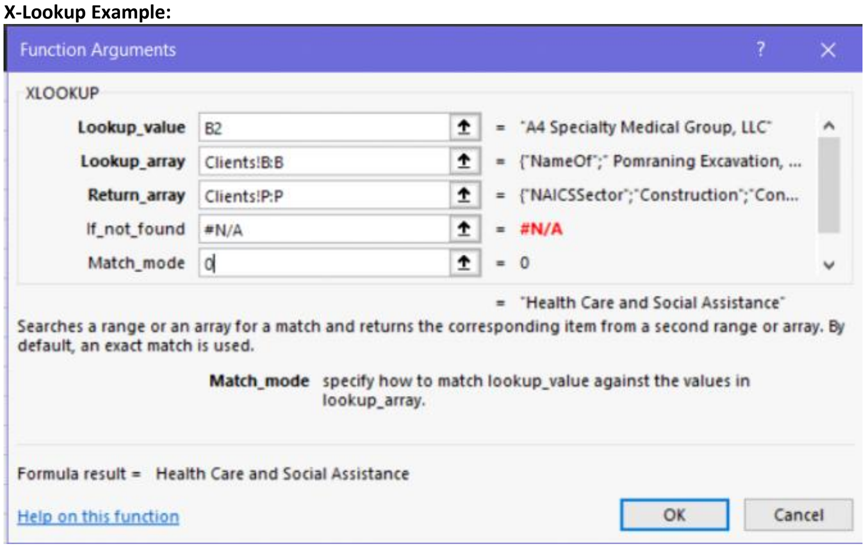


15. In the second cell of the column you titled NAICS Sector, do a v or xlookup using the AccountName on the Policies tab and matching it to the clients tab to populate the NAICS Sector for the policy.

V-Lookup Example:

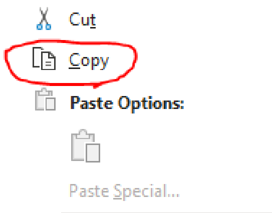


X-Lookup Example:



16. Highlight the Client State, Client Zip, SIC Sector, and NAICS Sector columns.

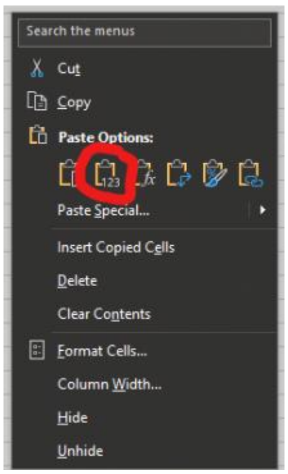
17. Right click and select copy.



18. Right click in the first cell of the Client State column.

19. Right click and select paste values

Note: The paste option with the clipboard icon with 123 in it is paste values only.



14. Delete all columns except for the following:
    - Unique Group Number
    - Client State
    - Client Zip Code
    - SIC Sector
    - NAICS Sector
    - Policy Effective Date
    - Line Type Description
    - RisksInsured

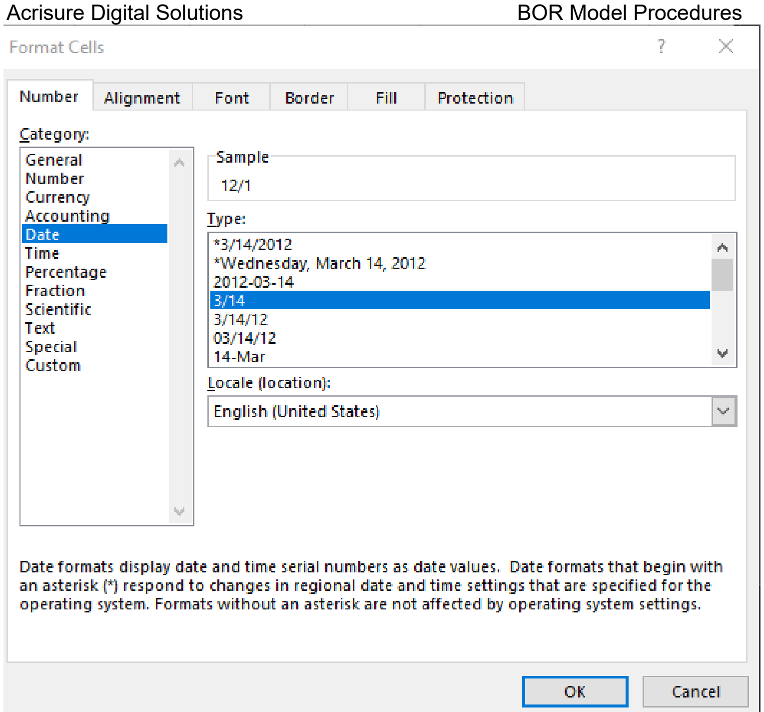
15. Highlight the policy effective column

16. Right click

17. Select Format Cells

18. On the numbers tab, select Date under the Category field.

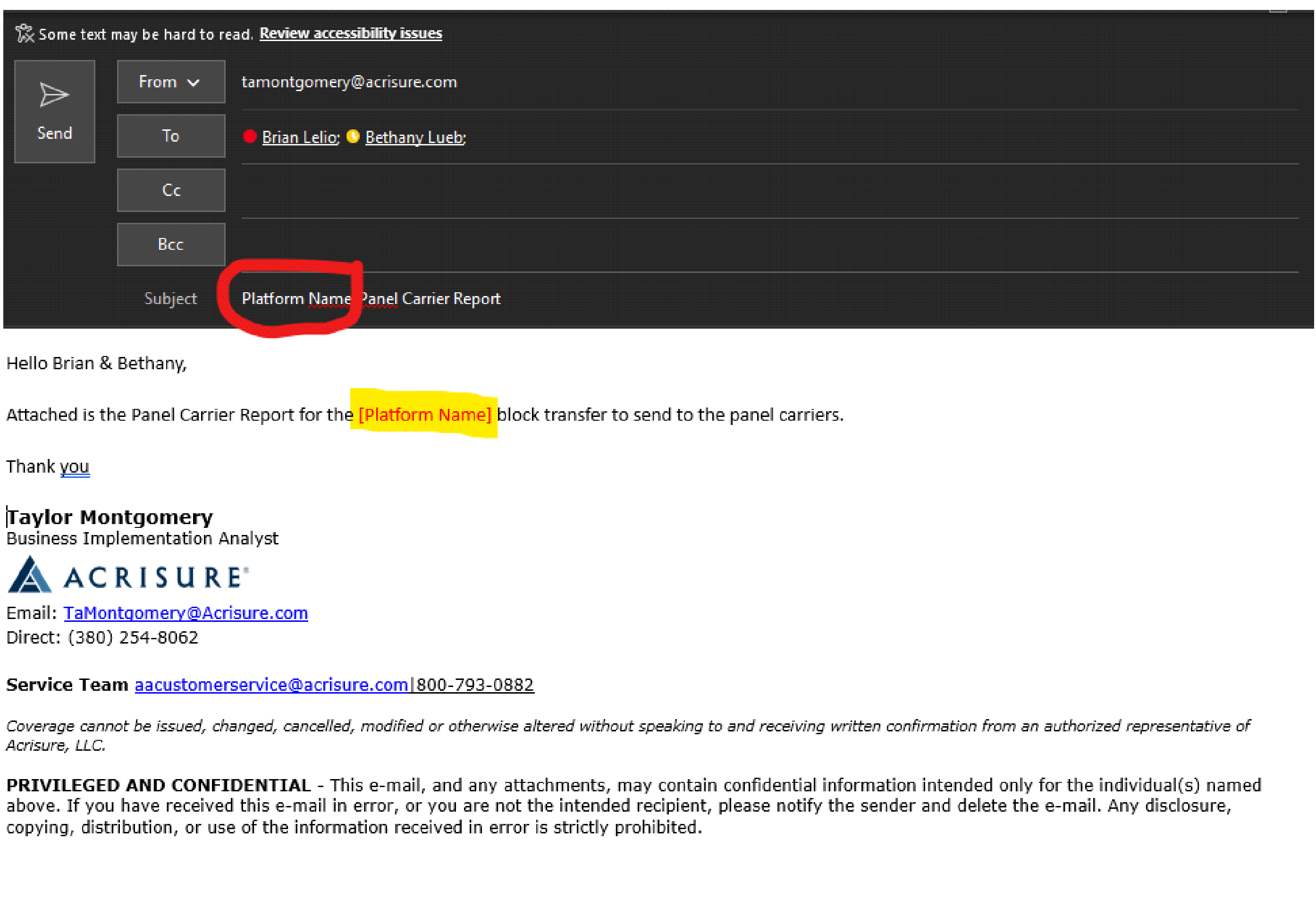
19. Under Type, select the option that just shows the month and date (no year)



20. Make sure file is saved and close file.

21. Send report to Brian Lelio & Bethany Lueb using [Platform Name Panel Carrier Report]() email template in the [Email Templates folder in OneDrive]().

Note: When sending the email make sure to update the email subject line and the body of the email to include platform name.



Next Step: System Builds

AM Introduction Call

Monday, April 8, 2024 10:00 AM

After the Kickoff Call is completed, it is important to get an AM Introduction Call on the calendar as the next presentation that will be held with the Platform Leader/AP.

Purpose

The purpose of the AM Introduction Call is to introduce the Account Managers on both sides of the block transfer so that they can coordinate and make the transition with clients go as smoothly as possible.

It covers the following:

- Ask/Answer Questions on groups/policies/carriers/processes
- Share insights on market, group, carrier intricacies
- Start renewal & deprecation discussions

When it takes place

The call is scheduled after the Kickoff Call takes place and after AM Assignments have been made by AST Leadership.

Who is invited

- Platform Leader/AP
- AM's from AP/Platform (indicated by Platform Leader/AP)
- The PM of the Block Transfer
- AM's assigned to the Block Transfer by AST Leadership
- Mike *(optional)*

What is delivered

The PowerPoint presentation **(link below)** is developed to guide the discussion. It covers the following items that AP's may have questions on:

- Block Transfer Status Updates
  - Go over email template that is sent out weekly to update the project status.
- Block Transfer Tracker
  - Review the BOR Tracker on Monday.com and what information is contained in the boards.
- Renewals
  - Who is responsible for renewals and how they will be handled.
- Account Deprecation
  - How the AP will be notified, what the deprecation process involves, and our requirement to inform us once account deprecations are complete.

The Slide Deck is here:

Link to PowerPoint

Next Step: Completed BOR Process

https://acrisure.sharepoint.com/:p:/r/sites/VEN-CTR-AcrisureAdvantageIns.Services2/Shared%20Documents/Shared/1.%20ONEDRIVE%20Collaboration/Onboarding/0.%20Templates/Kickoff%20Materials/Kickoff%20Presentation%20Template%206.21.24.pptx?d=w91266f90c78b44ffacc

Friday, June 21, 2024 8:48 AM

RSP Ease & Suvaun Builds

Monday, April 8, 2024 9:26 AM

Once the final data file is received from the Project Manager, we will review for any missed required information that RSP may come back and have questions on. See below…

Columns to review:

- Client Name
- SIC codes ***(may not be initially provided)***
- Clear Policy Descriptions
- FEIN codes ***(may not be initially provided)***
- Policy Numbers
- Policy Eff/Exp Dates
- EB Producer
- Look for any groups that should not be in this transfer *(ex. A NY group should not be included with the NW Platform Block Transfer)*
- Rating Areas

Plans that won't need to be built in Suvaun:

- GAP Plans
- POP
- FSA
- Wrap doc

Email Template: Ease/Suvaun Build Email Template

Send build email-

- To:
  - Tushar Sarkar (tsarkar@acrisurellc.com **AND** tushar_sarkar@resourcepro.in)
- Cc:
  - Mike Feldman
  - Taylor Montgomery
  - Assigned Project Manager (TBD)
  - Noelle Cardiel
  - Sharada Chandra (sharada_chandra@resourcepro.in)
  - Akhilaa Hariharan (akhilaa_hariharan@resourcepro.in)

NOTE ON EMPLOYEE NAVIGATOR: We are not going to rebuild groups in EASE if they are already in Employee Navigator. Some AM's on AST side (see list below) have access/getting access to Employee Navigator. The groups will have to be built in Suvaun since they can't be pushed to Suvaun from Employee Navigator and vice versa.

Employee Navigator Access:

- Jason Naville (TL)
- Makayla Andrade
- Amy Downer (AM)
- Charlotte Warren (AM)
- Christy DeRienzis (AM)
- Scott Esparza (CSR)
- Tori Amezcua (CSR)

Next Step: BOR Process

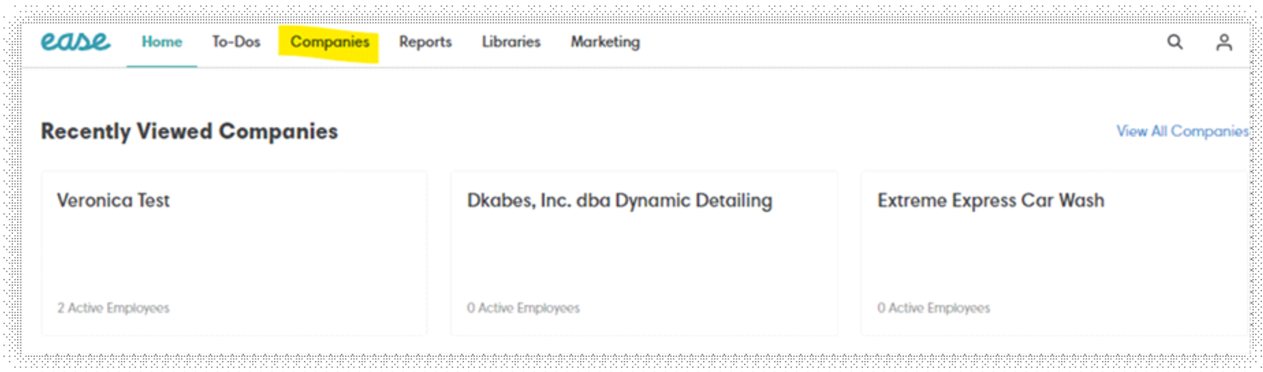
Ease

Friday, September 22, 2023 12:44 PM

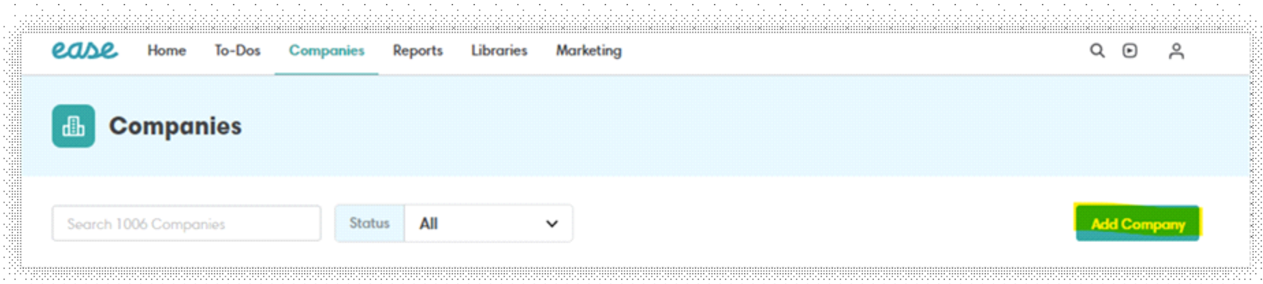
Adding Groups into Ease

Thursday, July 27, 2023 2:11 PM

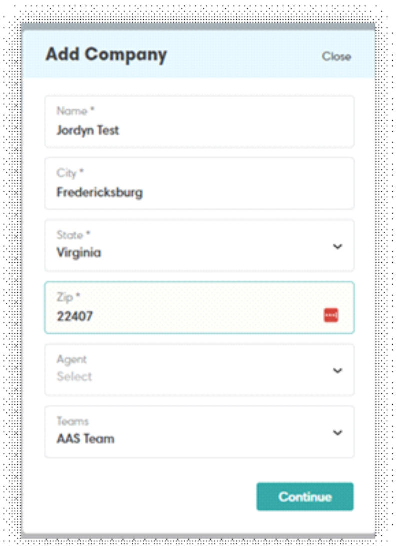
Step 1: Select *Companies*



Step 2: Select *Add Company*

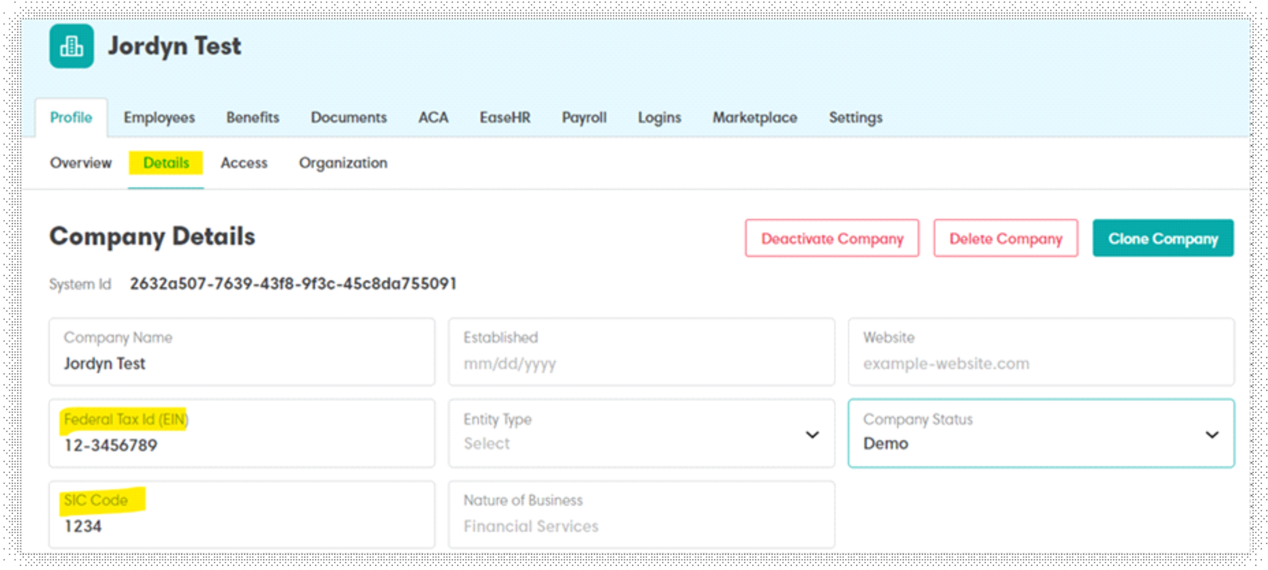


Step 3: Add Company Name, City, State, and Zip code.

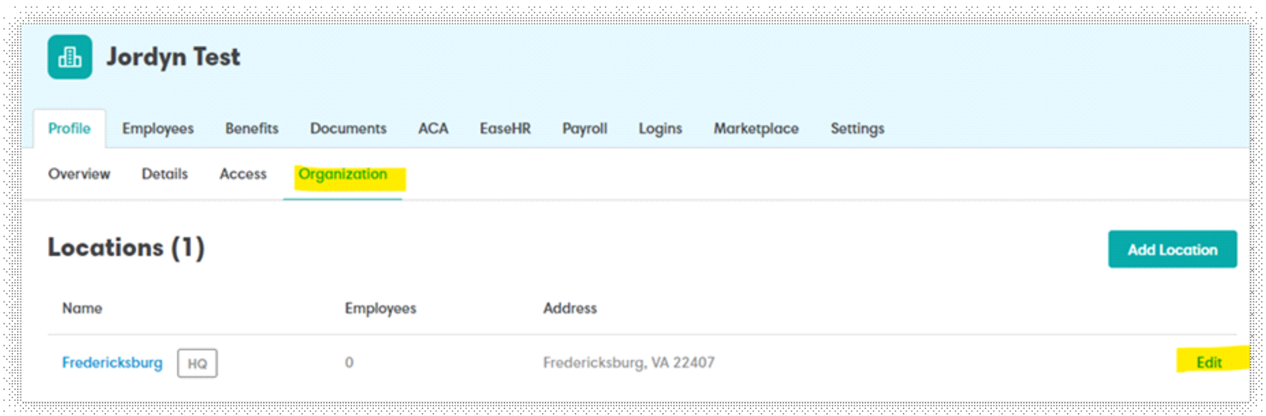


Step 4: Once on the Company home page, Click *Details.*

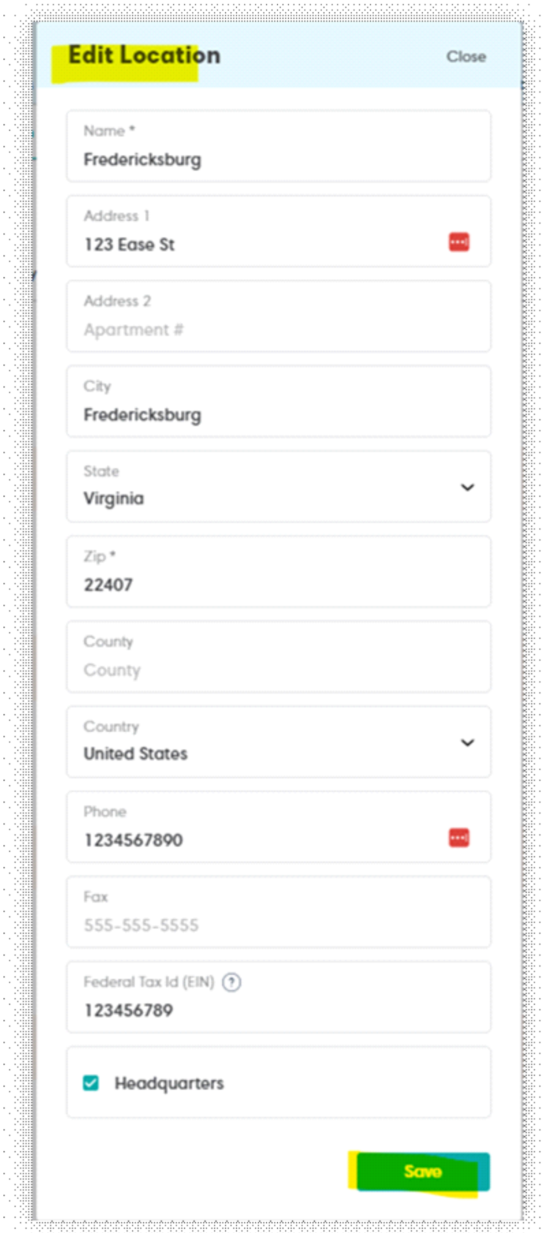
- **Enter the <u>Tax ID</u> and <u>SIC Code</u>**



Step 5: While still in the Company's Profile tab, click *Organization* and then *Edit.*

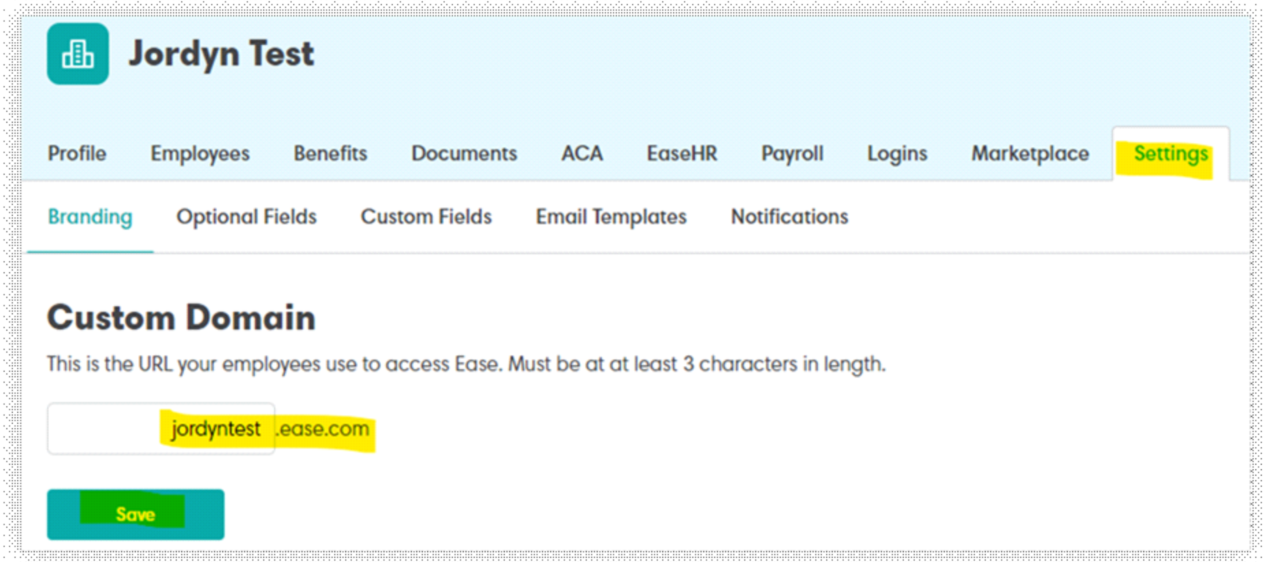


Step 6: Enter the Company's information into the fields shown here. Once you have entered the data into the corresponding fields, click *Save.*



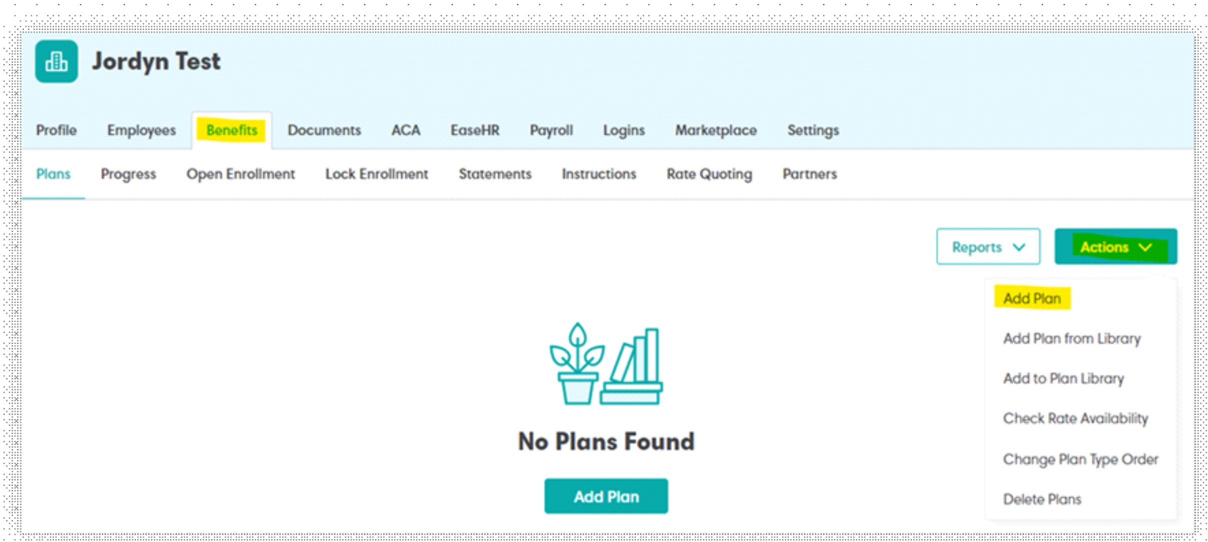
**If the Company has multiple locations, this is where they will be entered into their own locations.*

Step 7: Now click *Settings* (located on the Company Profile level), then enter the *Company Name* into the Custom Domain text box and click *Save.*

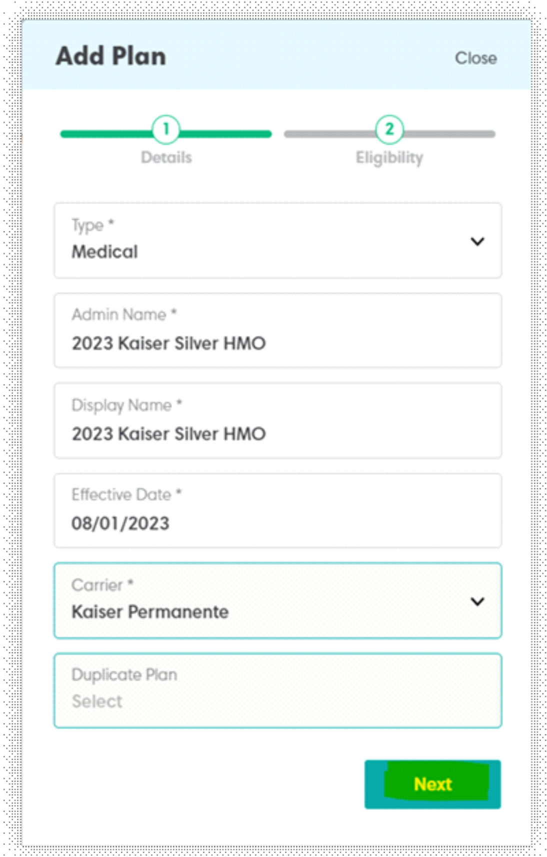


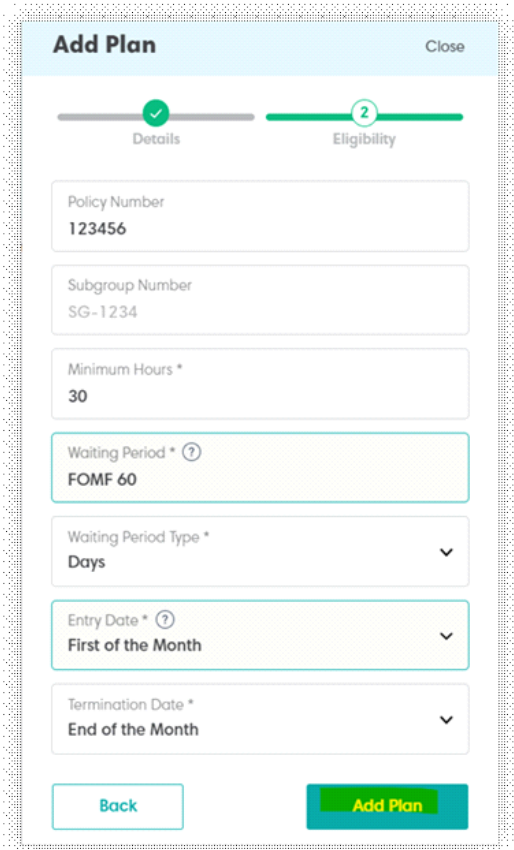
**You may run into an instance where the company name is already taken, you will know this because Ease will highlight the text box in red and will tell you the name already exists. Skip this step and please make a note on the datasheet.*

Step 8: To add plan(s) into Ease, you will click the *Benefits* tab and then *Add Plan* in the Actions dropdown or from the middle of the page.

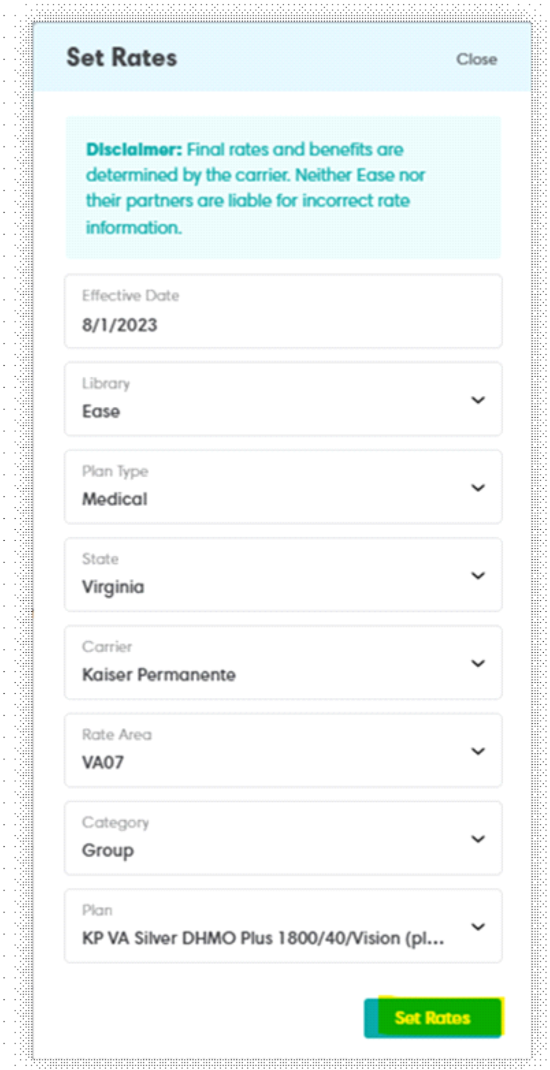


Step 9: Complete the *Add Plan Details*, and click Next to move onto the *Eligibility* tab. Once the eligibility details have been entered, click *Add Plan*.

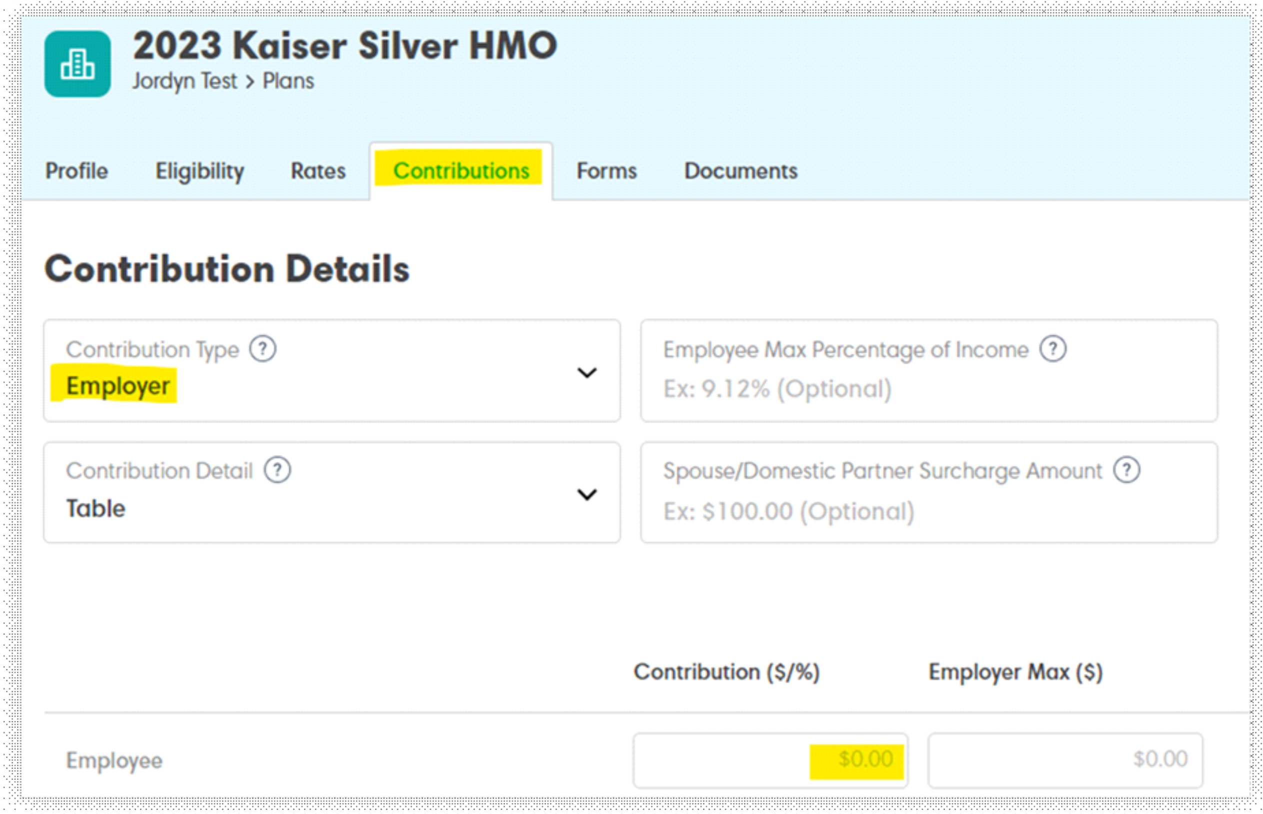




Step 10: Once the plan has been added, click the *Rates* tab, then click on the green *Actions* button and select *Set Rates from Library* from the dropdown menu. Select Ease Library and complete the required fields, as seen below, and click *Set Rates.*



Step 11: Now select the *Contributions* tab. Change the Contribution Type to *Employer* and input the ER Contribution in the *Employee* tier as shown below. This step can only be completed if we are provided the contributions from the group.



Repeat the steps above for additional groups.

Removing a Group in Ease

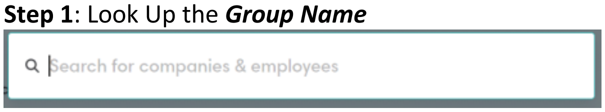
Thursday, July 27, 2023 1:24 PM

Scenario this is used for:

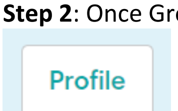
If a group has been lost, is dead on arrival, or has been mistakenly entered, the Onboarding Team will remove it in Ease.

Note: For groups in a Block Transfer that have already been processed, removing the group in Ease is one part of the process that also includes inactivating the group in EPIC and also removing it in Suvaun. Please make sure to complete these additional steps in those cases.

Step 1: Look Up the ***Group Name***



Step 2: Once Group has been pulled up, go to ***Profile***

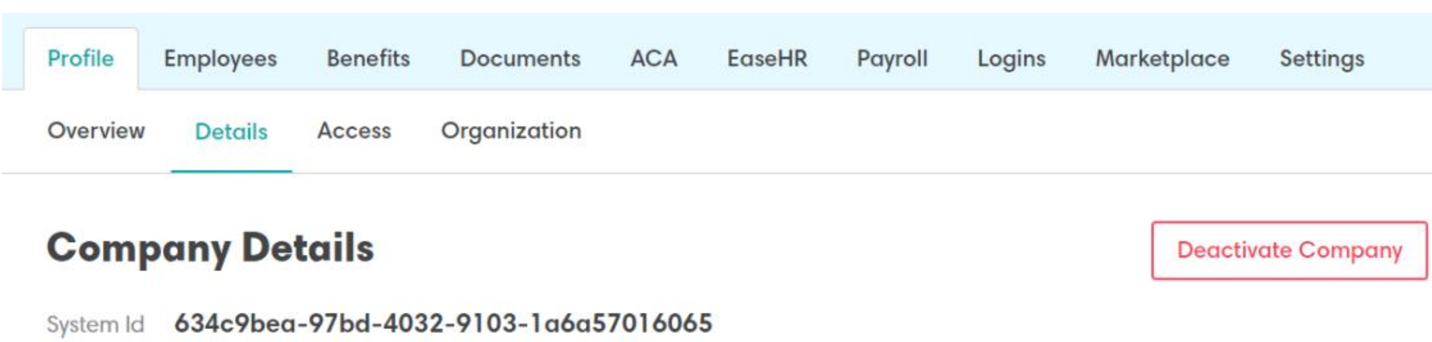


Step 3: Under Profile, Select ***Details***

Step 4: Select ***Deactivate Company (see example below)***

NOTE: Do NOT Delete Company. Use "Deactivate" button only

Example:



AP Ease Authorization for AAS

Thursday, July 27, 2023 12:37 PM

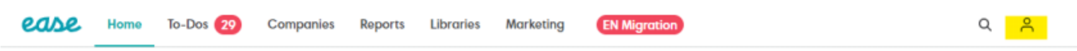
Per EASE, we don't need to complete a specific authorization form, but just a letter on the AP's letterhead, or an email from one of the AP's officers, granting AAS permission to move groups that are already in Ease to the AAS EASE Account.

Ease Admins Only: Adding Employees to Acrisure Agency

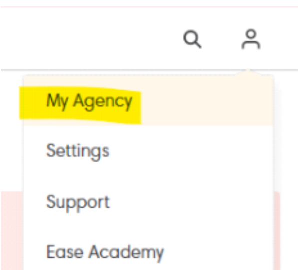
Monday, August 5, 2024 3:22 PM

Acrisure Ease Admins are Jordyn Merchant and Noelle Cardiel

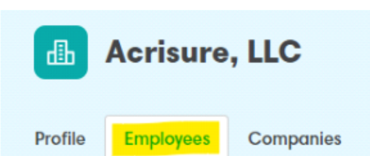
Step 1: On the home page, in the right hand corner click the person icon.



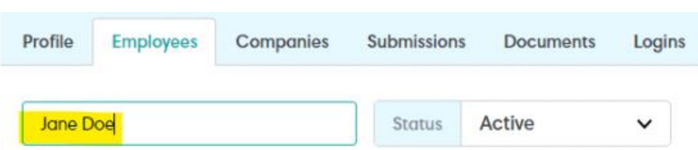
Step 2: Select *My Agency*



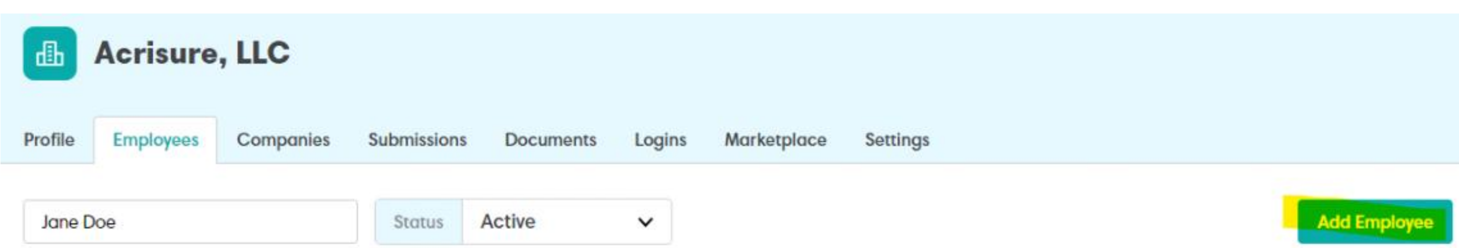
Step 3: Select the *Employees* tab



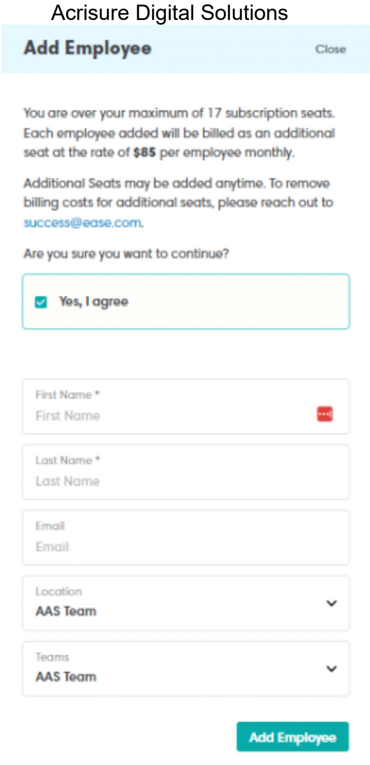
Step 4: Before adding new employee, search name of new employee you're about to enter to prevent duplicates.



Step 5: If nothing populates, Select *Add Employee.*



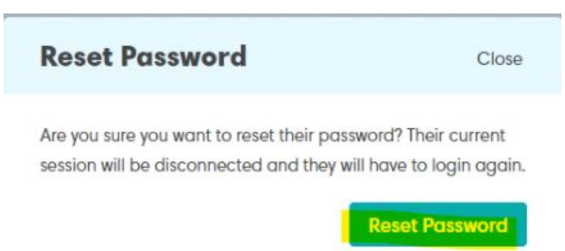
Step 6: Check box, and fill in all fields



Step 7: Profile will populate, you will need to create a username for employee. (ex. First initial and last name)

Step 8: To retrieve initial login password, Select *Reset Password*

Dialogue box will open, Select *Reset Password*, and temporary password will populate. Employee will use temp password for initial login but change after login.



Ease/Suvaun Build Email Template

Tuesday, August 6, 2024 12:32 PM

Subject: RSP Project - [Project Name] Ease/Suvaun Builds

Hi Tushar,

Attached you will find our next block transfer file! There are some groups on the Clients tab that are missing SIC codes or addresses so please just make a note of those and we will work with our Account Managers to fill them in.

As always, please don't hesitate to reach out with any questions you may have.

Thank you all so much for your patience through these processes!

[Insert Signature]

NOTE: Add any project specific requests as needed

Recipients:

- **To**:
  - Tushar Sarkar (tsarkar@acrisurellc.com **AND** tushar_sarkar@resourcepro.in)
- **Cc**:
  - Mike Feldman
  - Taylor Montgomery
  - Assigned Project Manager
  - Noelle Cardiel
  - Sharada Chandra (sharada_chandra@resourcepro.in)
  - Akhilaa Hariharan (akhilaa_hariharan@resourcepro.in)

Suvaun

Friday, September 22, 2023 12:24 PM

Block Transfer Import into Suvaun

Tuesday, August 22, 2023 4:14 PM

For any groups identified as already existing in Suvaun / Ease, once the group's policies have been confirmed BORd by Carrier you can request the import of these groups by our Suvaun counterpart Rebekah Pena and or Jordyn Merchant our Onboarding Ben Admin.

This process happens subsequently as the Groups can be imported from the AP's portal to ours.

If imported within Ease they will be pulled to Suvaun, however if imported into Suvaun it will be pushed to Ease.

In order to successfully import groups via Suvaun there are two factors that need to be determined:

1. *Does the AP already use Suvaun as their quoting engine?*
2. *Are the Group ID numbers from the AP's Suvaun instance available to us?*

If the answer to both of these questions is yes, the Onboarding Team will move forward with requesting to import the groups to our instance of Suvaun by reaching out to Rebekah Pena

For the groups to be imported from the AP's Suvaun portal to ours send the following information to Rebekah Pena at: rebekah.pena@acrisuretechnology.com

- ☐ The list of all the groups that are currently in Suvaun that need to be imported
- ☐ The name of the AP they are importing from and
- ☐ The existing client ID within the AP's Suvaun's portal

Per the Suvaun team importing groups from the AP's Suvaun portal to ours should not take longer than a week (with the exception of special circumstances i.e. may take longer during peak season (4th Quarter)

If importing groups from the AP's instance of Ease to ours simply send the following information to Jordyn Merchant our Onboarding Ben Admin at: jmerchant@acrisure.com

- ☐ List of the groups that are currently in Ease that need to be imported
- ☐ The name of the AP the group is transferring from
- ☐ If already known the name of the assigned Account Manager

Once this data has been received by Jordyn or the Onboarding Ben Admin from the Project Manager she will proceed to import the groups from the AP's Ease to ours

One-Off Group Import into Suvaun

Tuesday, August 22, 2023 4:02 PM

This procedure is for Groups that come to AAS in a One-Off BOR scenario. Once the final set of data is determined by the Onboarding Team, it is determined appropriate to begin building out and importing the Group to both Ease and Suvaun. This process happens simultaneously as the Groups can be input in Ease and then pushed to Suvaun.

In the event a one-off group already exists in either Suvaun or Ease they can follow the steps on the previous tab ***(Suvaun_Ease Importing)****, but if they happen to be brand new groups that don't exist in either Suvaun or Ease then they can proceed with the following procedure.*

There are two factors that need to be determined up front when deciding how to treat groups that will be imported into Ease:

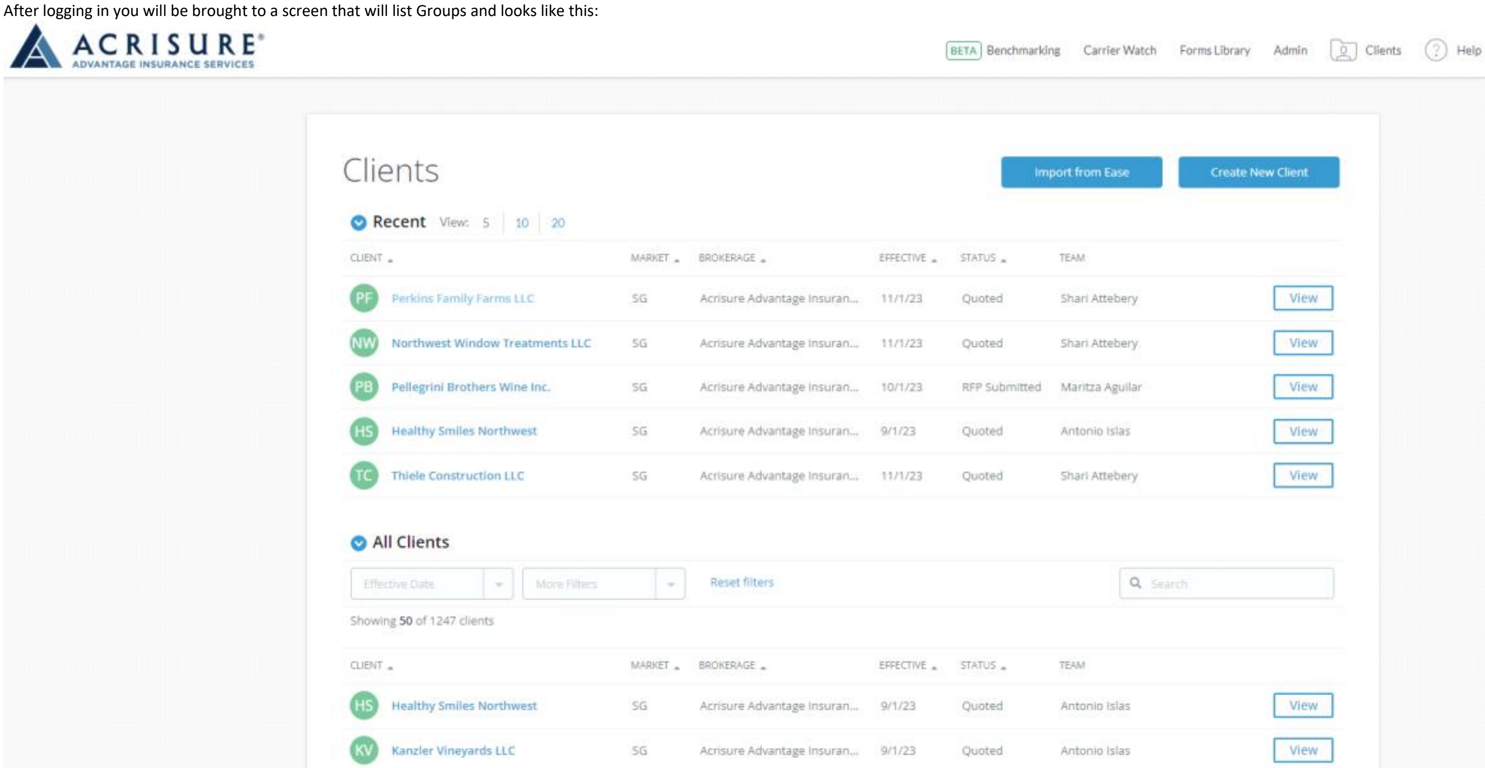
1. *Does the AP already have Suvaun established for this group?*
2. *Are the Group ID numbers available for Suvaun?*

Once these questions are answered, the Onboarding Team will move forward with the import. Groups are built out in Ease either by sending them to Resource Pro (RSP) or manually building groups out individually in the case of a One-Off BOR scenario.

Once Groups have been built in Ease, there is an option to push them to Suvaun.

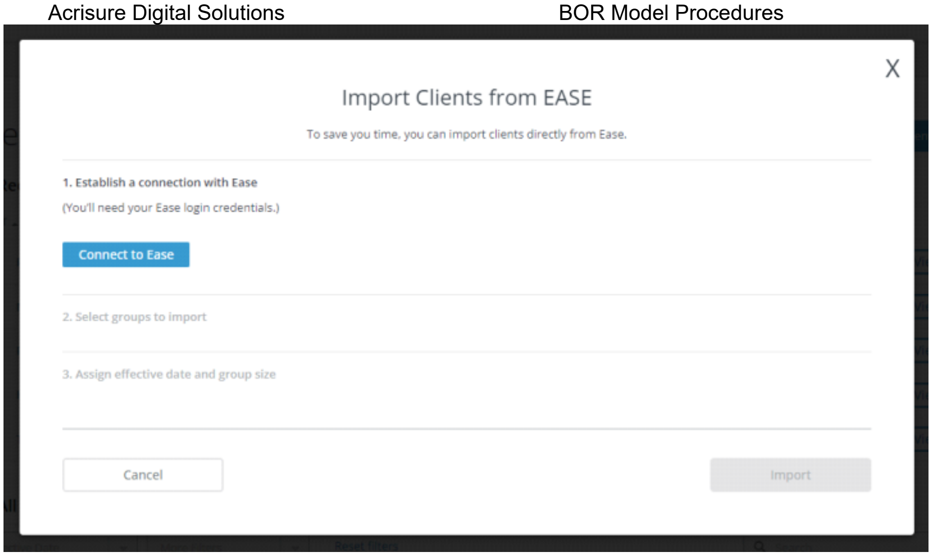
Please see the steps below for importing individual groups into Suvaun:

1. Log in to Suvaun using your Acrisure ID and password at: https://app.suvaun.com/
2. After logging in you will be brought to a screen that will list Groups and looks like this:



3. To import from Ease, you simply click this button:

4. You will need to connect your EASE account (with your Acrisure login credentials). Then you will select the groups you want to import.



5. The effective date and group size will be determined by the data from the groups you are importing. The effective date will be the date that the BOR will be renewed. You will need to have this information on hand in order to complete the entry.
6. Once this is finalized, the import will begin!

Removing Groups from Suvaun

Wednesday, January 31, 2024 1:16 PM

Email group name and removal request to Suvaun Support at **support@suvaun.com**.

EPIC

Friday, September 22, 2023 12:44 PM

EPIC Build (Automated Import)

Monday, April 8, 2024 10:40 AM

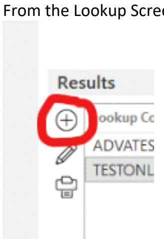
1. Once final approval is received, ADS PM sends EPIC Extract to ADS Systems Integration team for them to prep the file and send it to EPIC Build Team. (See EPIC Build Process)
    a. PM will be cc'd on the email to the EPIC Build Team
2. Once final file is sent to EPIC Build Team, PM will send Brian Lelio, AST Team Leads, and AM's assigned to the book a copy of the final file.

Next Step: RSP Ease & Suvaun Build

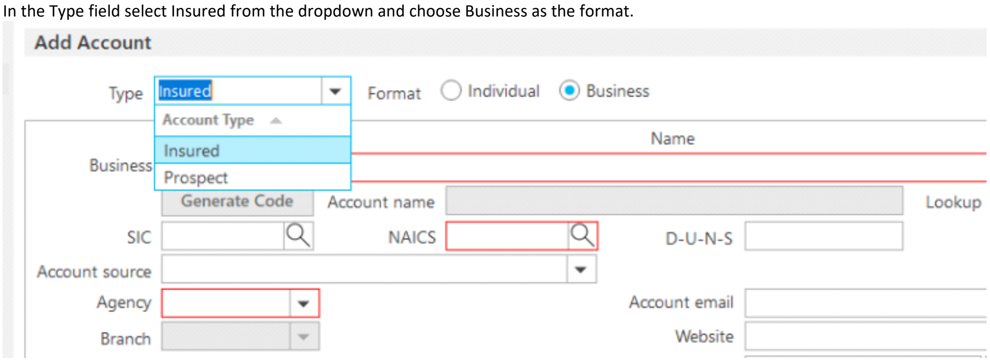
Manual EPIC Build for One-Offs

Thursday, June 29, 2023 2:31 PM

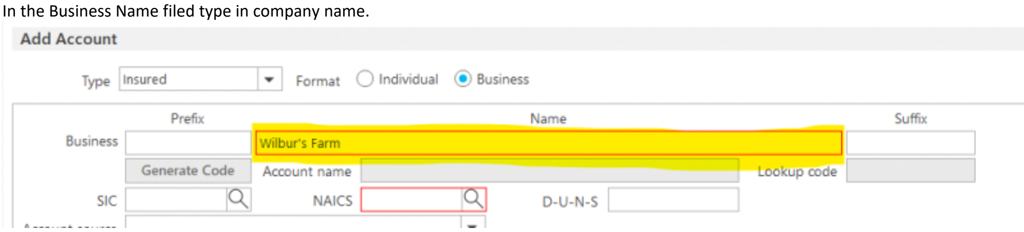
1. From the Home Screen, navigate to Lookup from the top menu and search the group name to make sure the group isn't already in EPIC.
2. From the Lookup Screen, click + icon.



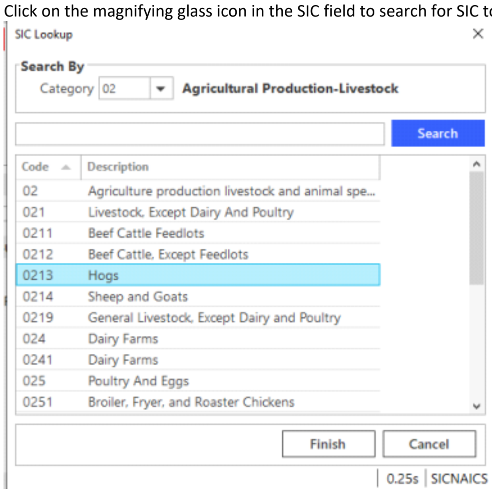
3. This will generate an Add Client Account pop-up window.
   In the Type field select Insured from the dropdown and choose Business as the format.

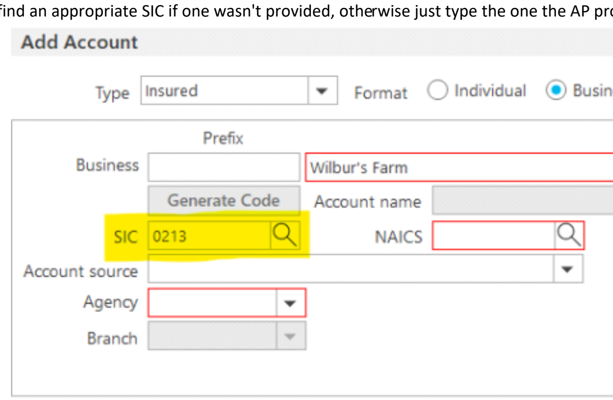


4. In the Business Name filed type in company name.

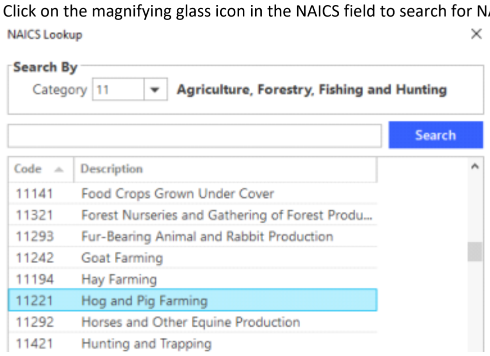


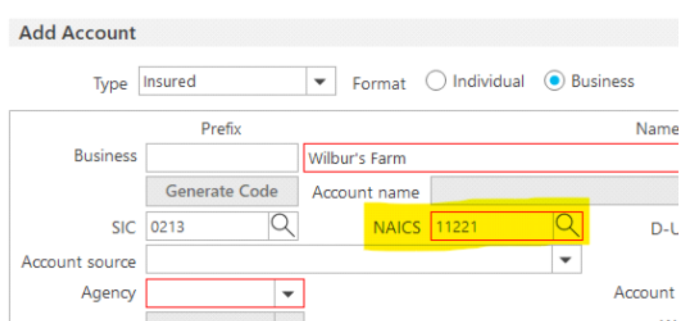
5. Click on the magnifying glass icon in the SIC field to search for SIC to find an appropriate SIC if one wasn't provided, otherwise just type the one the AP provided.

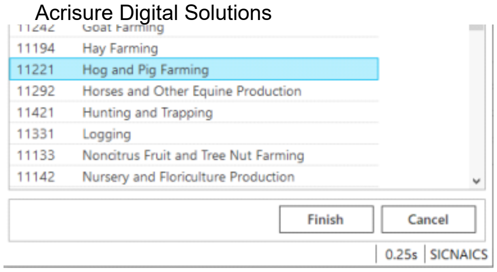




6. Click on the magnifying glass icon in the NAICS field to search for NAICS to find an appropriate NAICS if one wasn't provided, otherwise just type the one the AP provided.

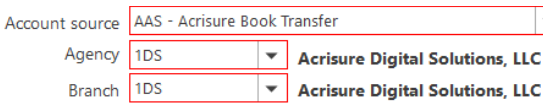




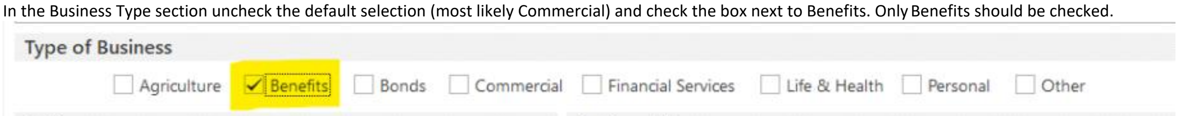


7. Update Account source field to AAS - Acrisure Book Transfer

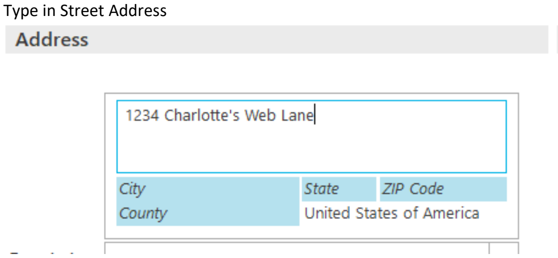
8. In the Agency and Branch dropdowns select 1DS



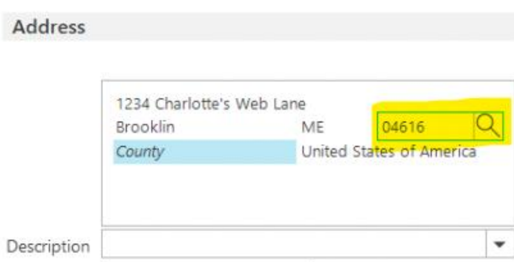
9. In the Business Type section uncheck the default selection (most likely Commercial) and check the box next to Benefits. Only Benefits should be checked.



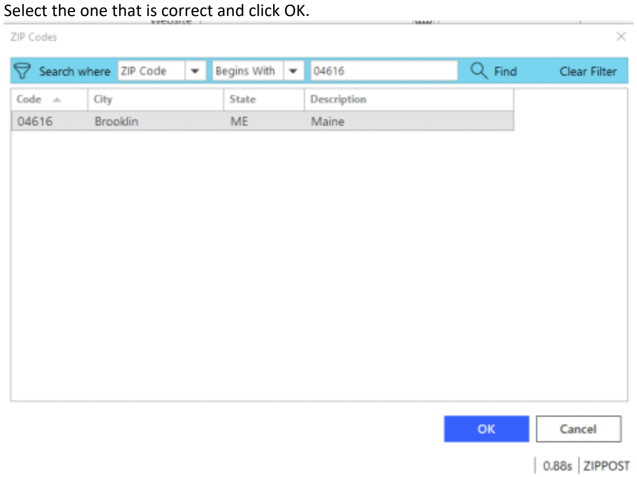
10. Type in Street Address



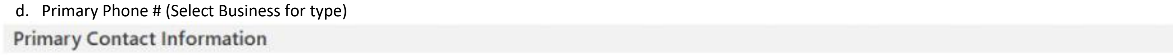
11. Enter in Zip code and click the magnifying glass. This will provide you with a list of city/states with this zip code.

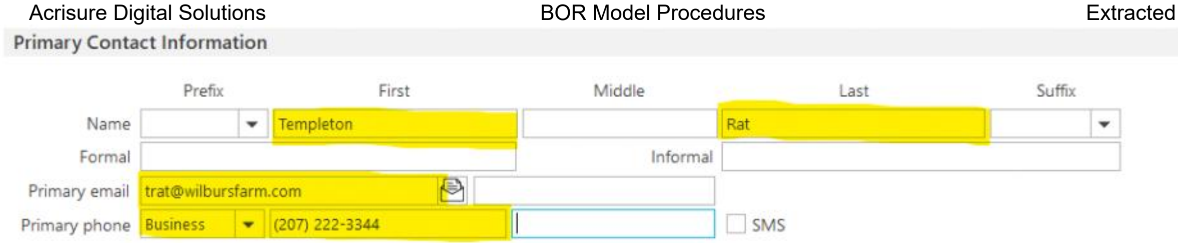


12. Select the one that is correct and click OK.

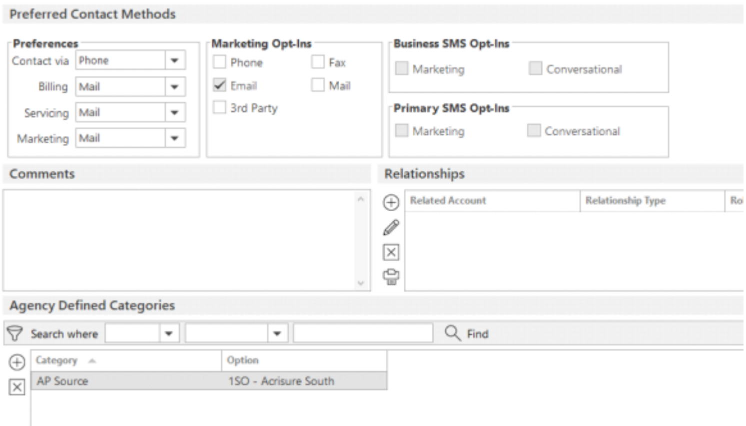


13. Under the Primary Contact Information section add the primary contact information provided by the AP.
    a. First Name
    b. Last Name
    c. Email Address
    d. Primary Phone # (Select Business for type)

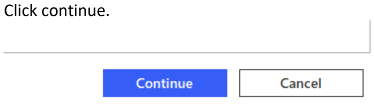




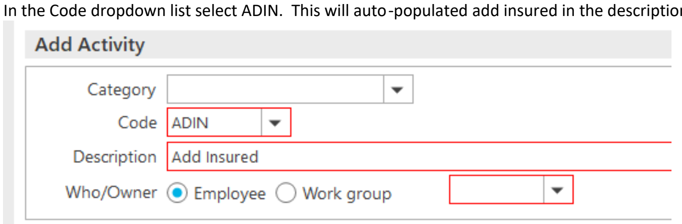
14. Leave the Preferred Contact Method, Comments, Relationships alone. Add the applicable AP Source ADC at the account level.



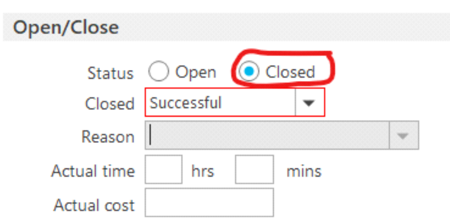
15. Click continue.



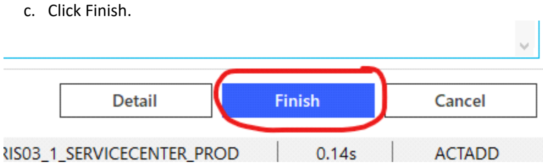
16. This will trigger a pop-up window for an activity:
    a. In the Code dropdown list select ADIN. This will auto-populated add insured in the description field.



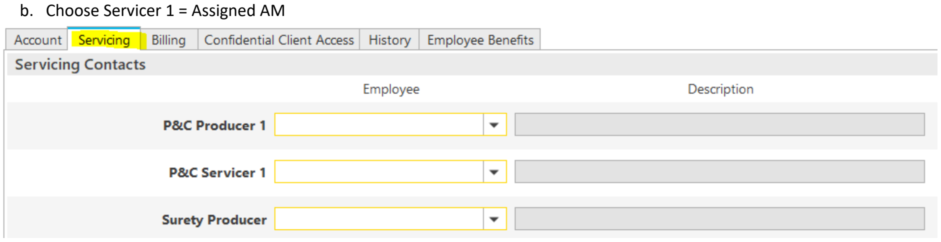
    b. Automatically defaulted to closed.

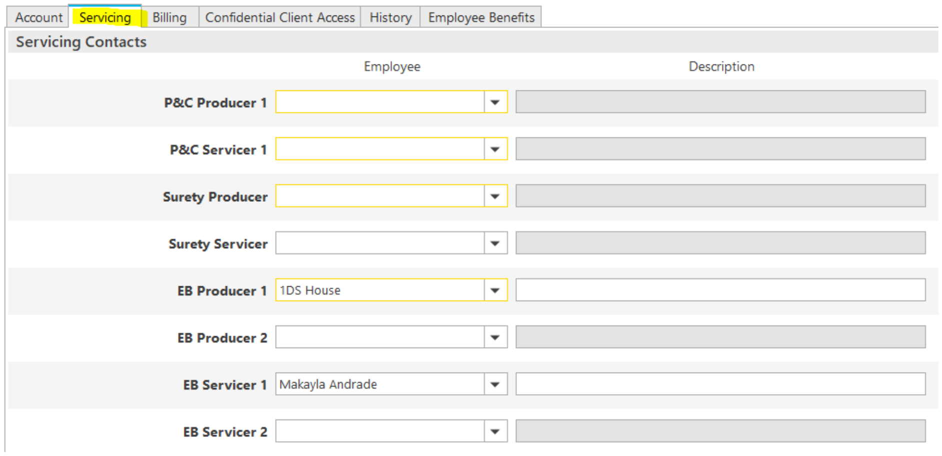


    c. Click Finish.



17. Go to the Account Detail screen and click on the Servicing tab.
    a. Choose EB Producer 1 = 1DS House
    b. Choose Servicer 1 = Assigned AM

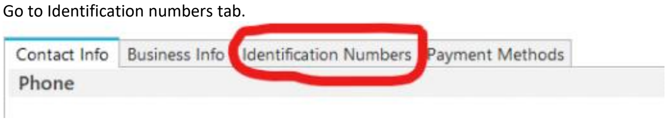




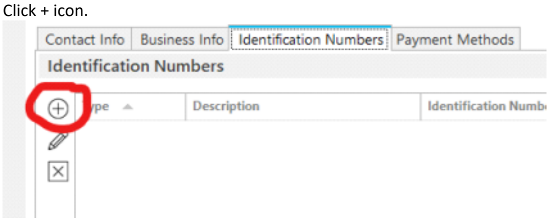
18. Go to contacts screen.

19. Double click on the accounts general contact info (business name) (not the primary contact (individual).

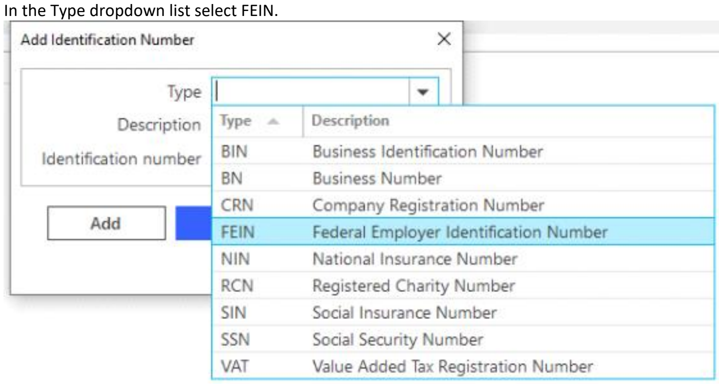
20. Go to Identification numbers tab.



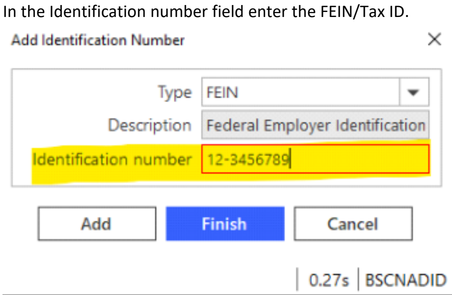
21. Click + icon.



22. In the Type dropdown list select FEIN.

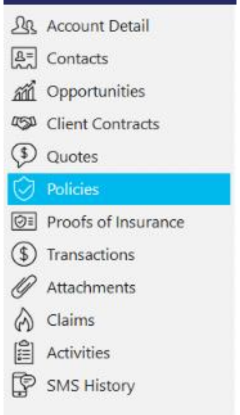


23. In the Identification number field enter the FEIN/Tax ID.

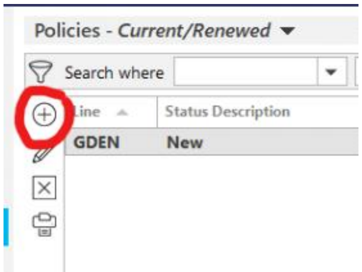


24. Click finish.

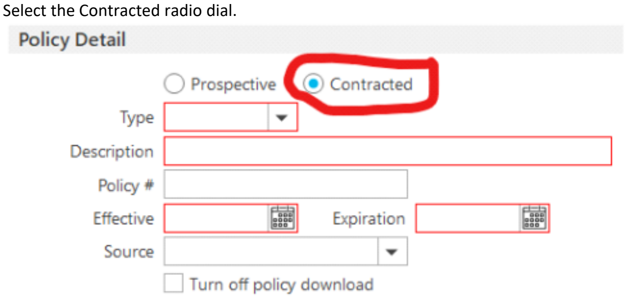
25. Got to Policies tab.



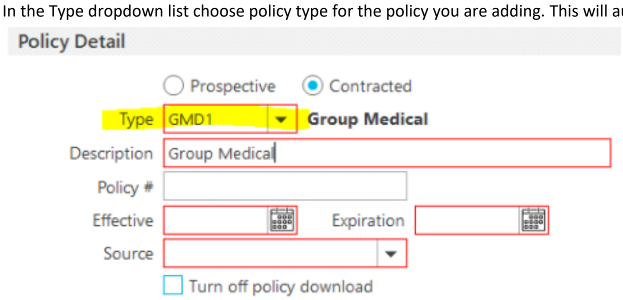
26. Click + icon.



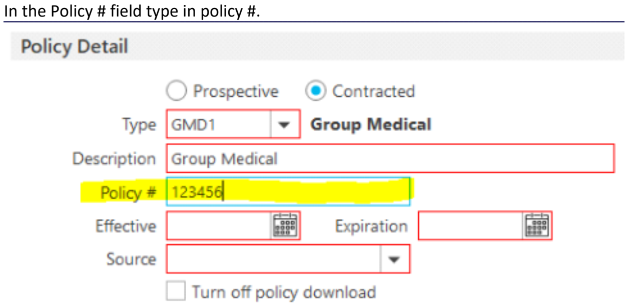
27. Select the Contracted radio dial.



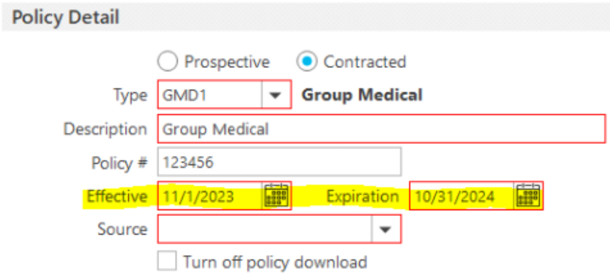
28. In the Type dropdown list choose policy type for the policy you are adding. This will auto populate description field, if there is a specific plan name type it in the description field otherwise leave default.



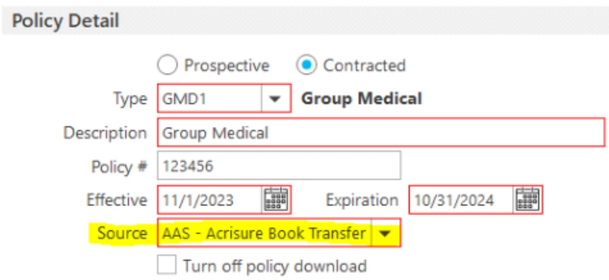
29. In the Policy # field type in policy #.



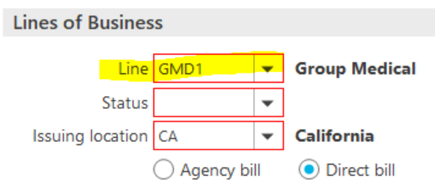
30. Type in effective date (Auto defaults the expiration date)



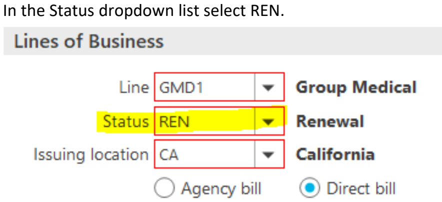
31. Under Source, choose AAS - Acrisure Book Transfer



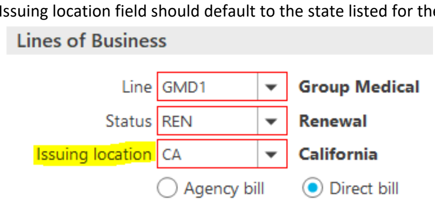
32. Under the Line of Business section leave the line field with what it defaulted to. (Should match what you selected in the policy detail section.



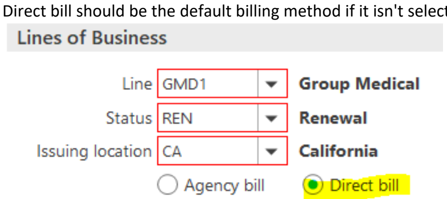
33. In the Status dropdown list select REN.



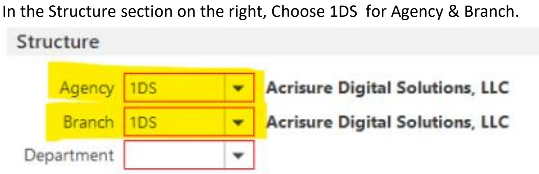
34. Issuing location field should default to the state listed for the group in the contacts section. If not, select it from the dropdown.



35. Direct bill should be the default billing method if it isn't selected already please do so.

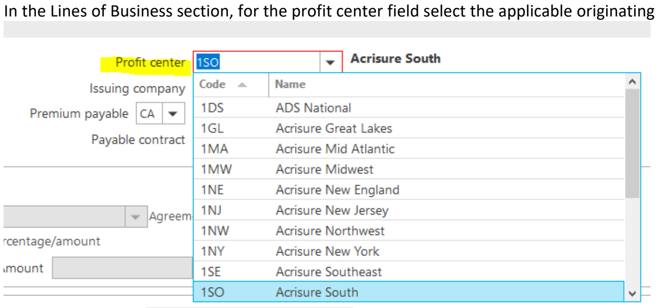


36. In the Structure section on the right, Choose 1DS for Agency & Branch.

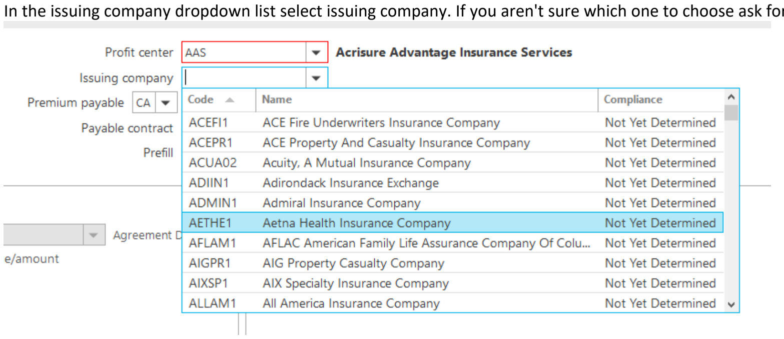


37. For Department, choose the appropriate code for that policy (BES: 2-19 lives, BEM: 20-99 lives)

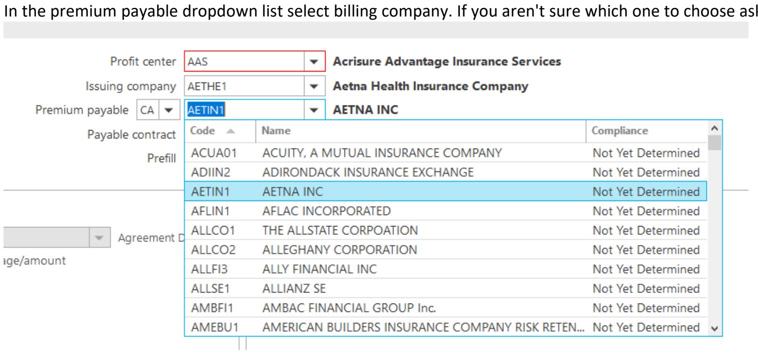
38. In the Lines of Business section, for the profit center field select the applicable originating platform profit center.



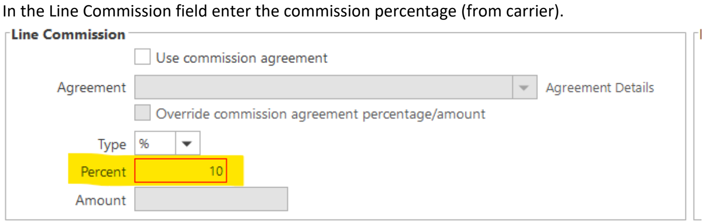
39. In the issuing company dropdown list select issuing company. If you aren't sure which one to choose ask for help.



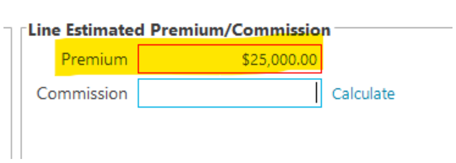
40. In the premium payable dropdown list select billing company. If you aren't sure which one to choose ask for help.



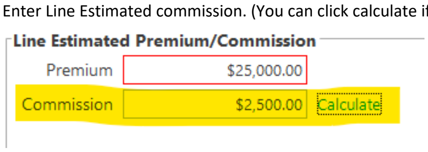
41. In the Line Commission field enter the commission percentage (from carrier).



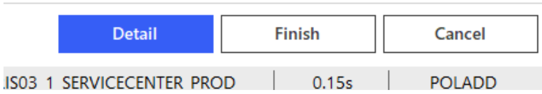
42. Under the Line Estimated Premium/Commission section…
    a. Enter Line Estimated premium



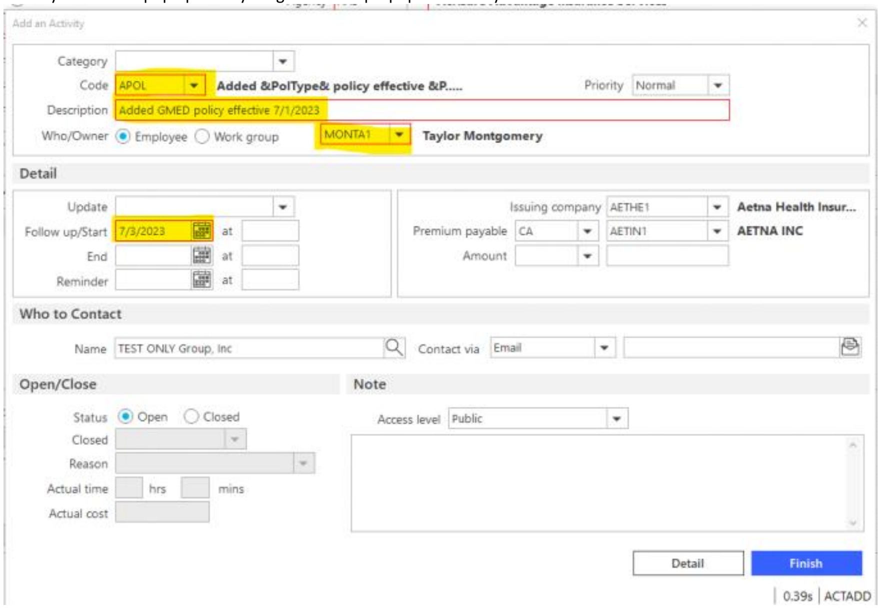
    b. Enter Line Estimated commission. (You can click calculate if you entered the percent in the step above and it will calculate the number for you.)



    c. Click detail.

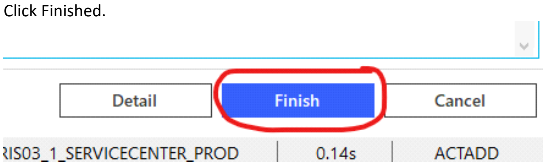


43. Activity screen will pop up. Everything should be prepopulated for you.

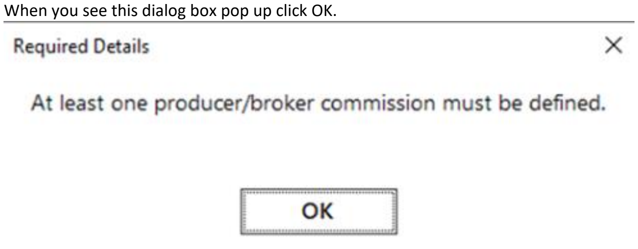


44. For the status select the Closed radio dial.

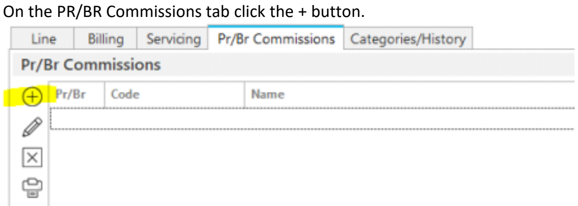
45. Click Finished.



46. When you see this dialog box pop up click OK.



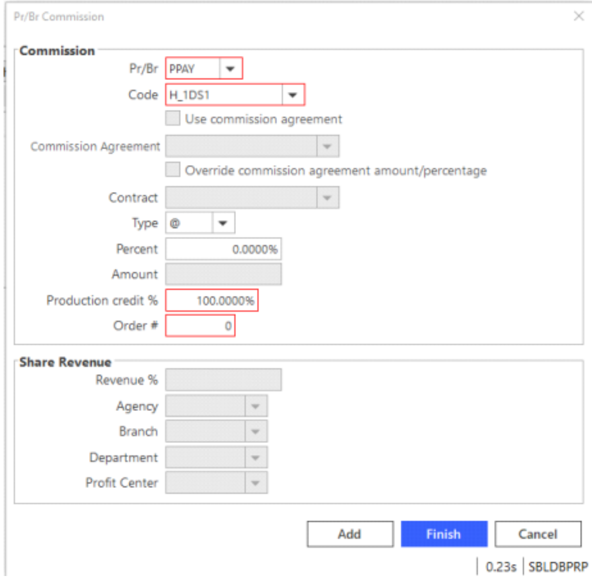
47. On the PR/BR Commissions tab click the + button.



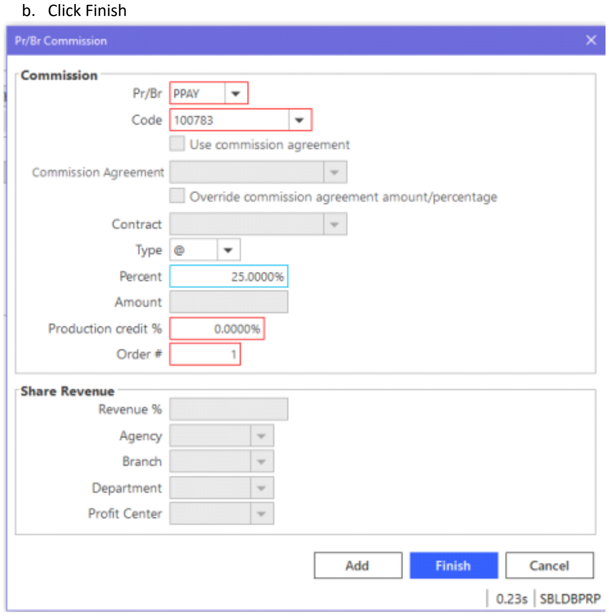
48. Add PPAY for ADS
    a. Complete Commission Section
        Pr/Br = PPAY
        Code = H_1DS1

Percent = 0
Production Credit = 100
Order = 0

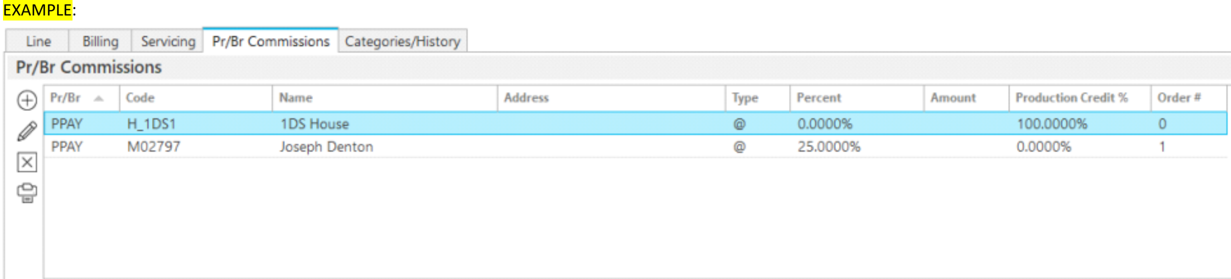
b. Click Finish if there is not a commissionable producer or click Add if you also need to add a producer and follow instruction s in step 49.



49. Add PPAY for Producer - Only if there is a Producer:
    a. Complete Commission Section
       Pr/Br = PPAY
       Code = Employee Code = Producer EPIC Code
       Percent = Commission % from AP
       Production Credit = 0
       Order = 1
    b. Click Finish

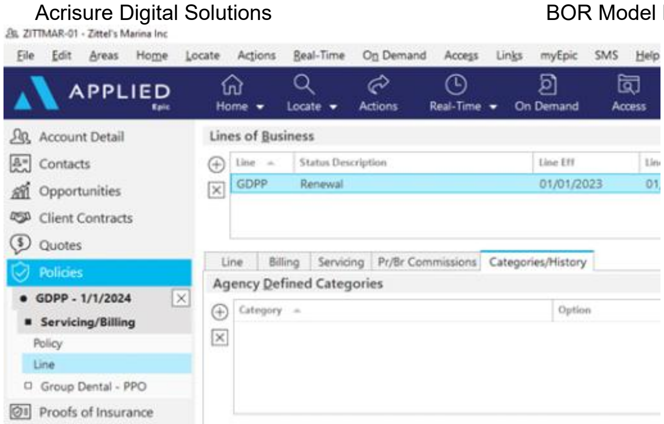


EXAMPLE:

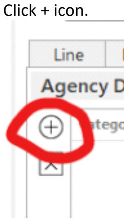


Pr/Br	Code	Name	Address	Type	Percent	Amount	Production Credit %	Order #
PPAY	H_1DS1	1DS House		@	0.0000%		100.0000%	0
PPAY	M02797	Joseph Denton		@	25.0000%		0.0000%	1

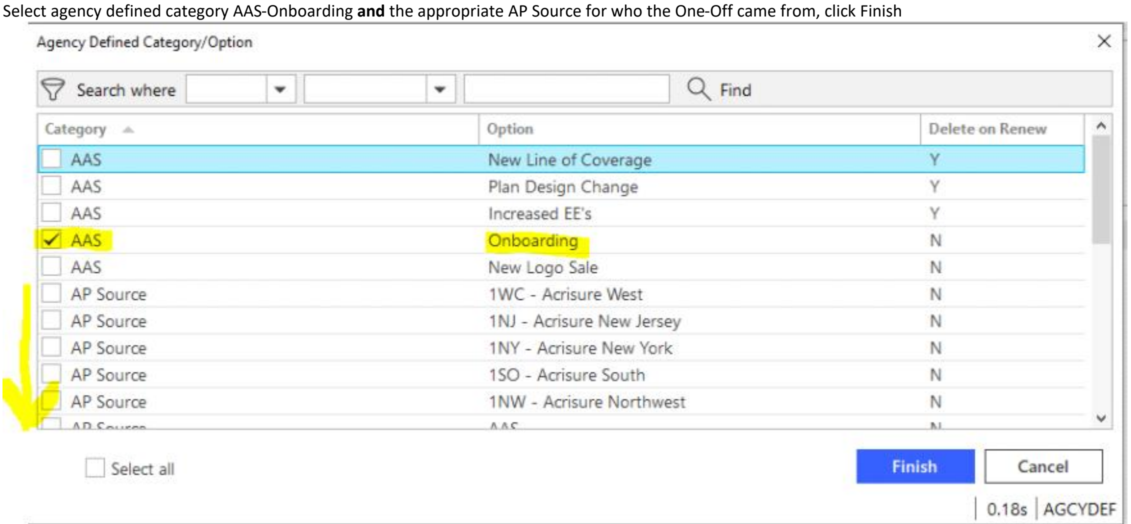
50. On the Line level screen go to categories/history.



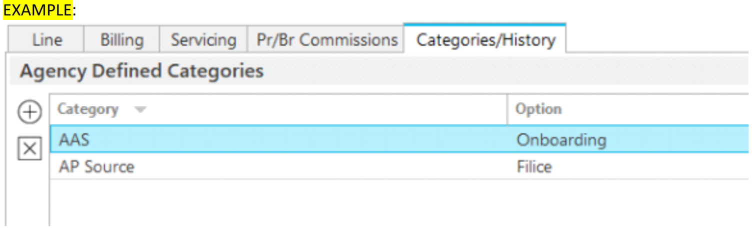
51. Click + icon.



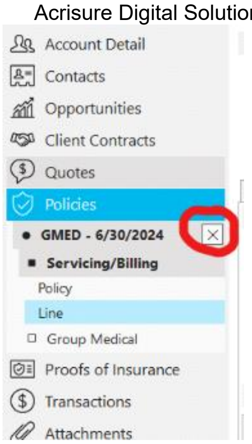
52. Select agency defined category AAS-Onboarding **and** the appropriate AP Source for who the One-Off came from, click Finish



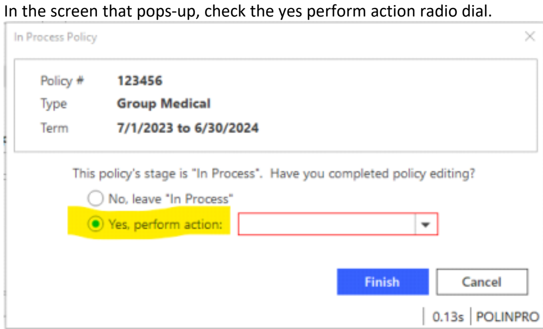
EXAMPLE:



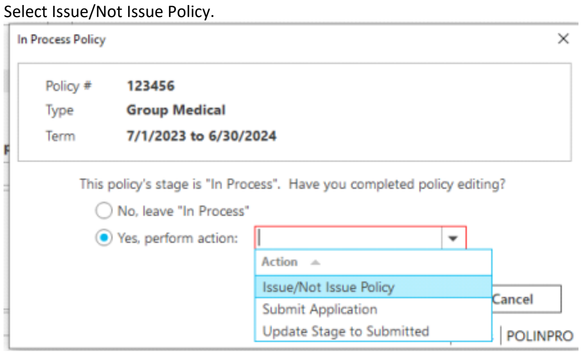
53. Click x next to policy on left



54. In the screen that pops-up, check the yes perform action radio dial.

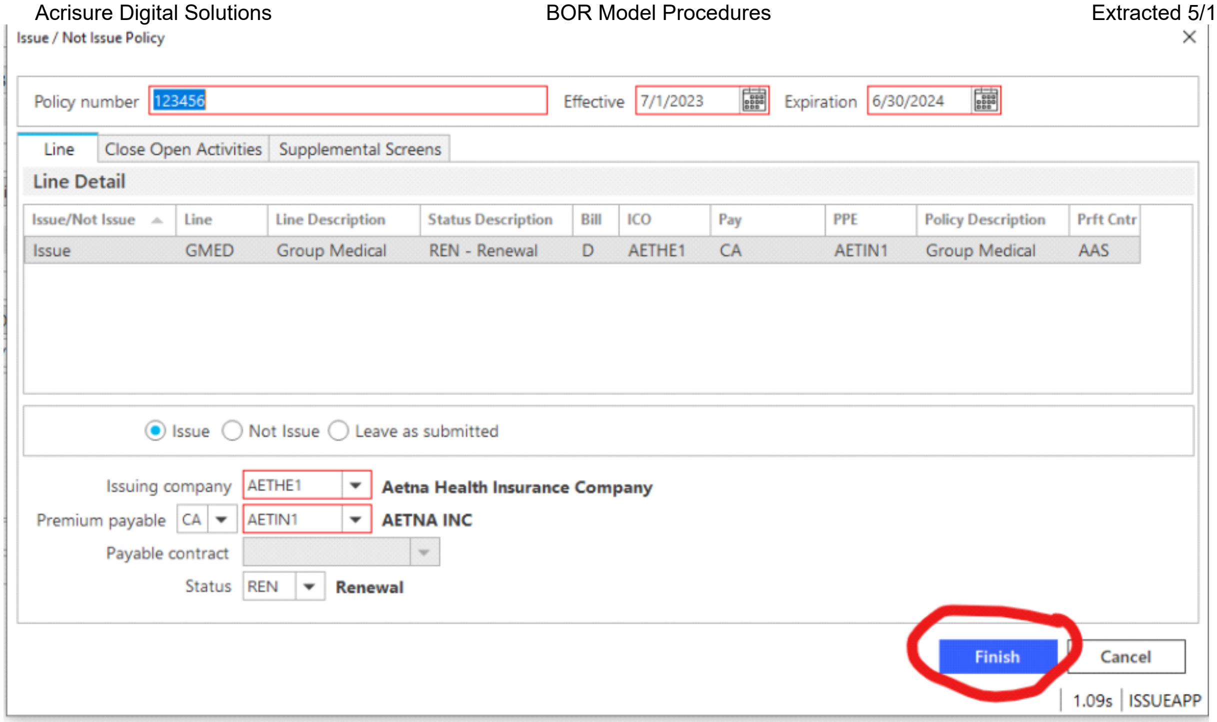


55. Select Issue/Not Issue Policy.

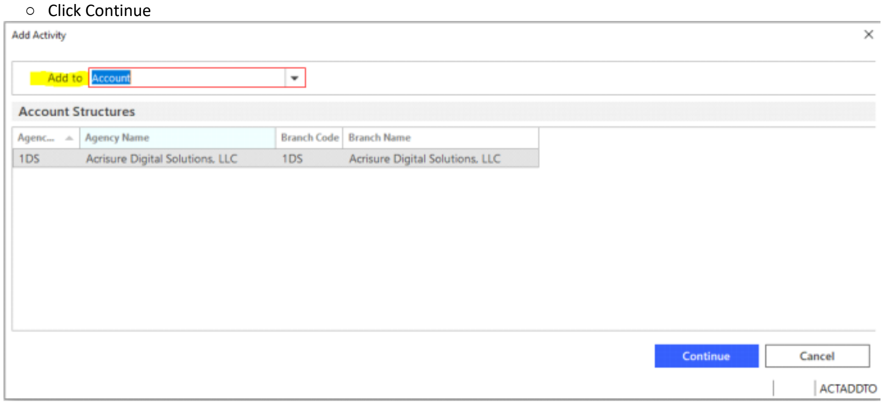


56. Click Finish.

57. Click finish on the Issue/Not Issue Policy screen that pops up.



58. Add BBR1 Activity
    - On your keyboard, hit **F9**
    - Make sure the "Add to" drop down shows **Account** so the activity is added at the account level
    - Click Continue

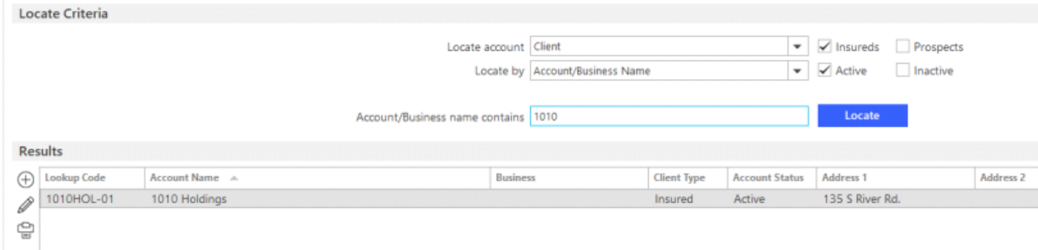


    - Choose Code: **BBR1**
    - Update Who/Owner: **Add applicable PM**
    - Click **Finish**
    - This activity stays open until the first BOR comes through and the group is welcomed. The Who/Owner of the activity will then be changed over to the applicable AM and the Follow-Up date is updated to today's date. That process is detailed here: Completed BOR Process

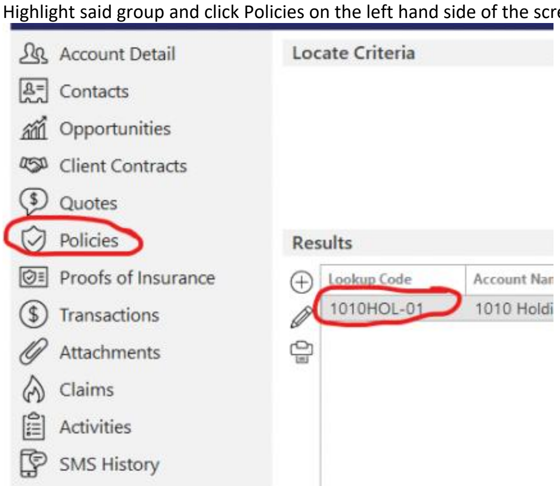
Inactivating Lost Groups

Thursday, June 29, 2023 3:19 PM

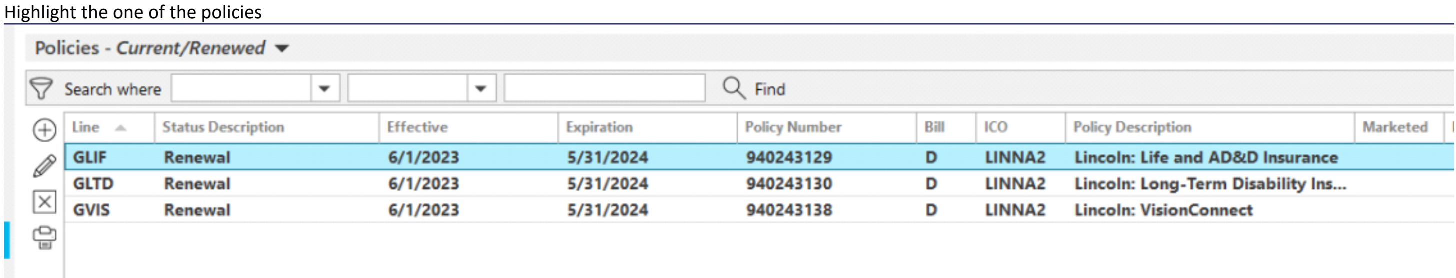
1. Search for the group in EPIC.



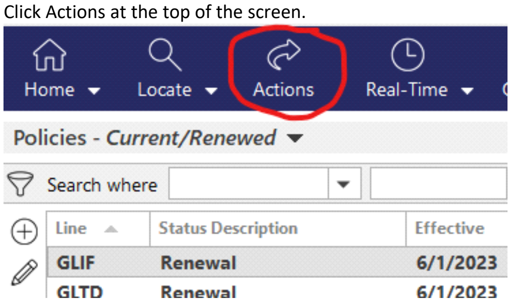
2. Highlight said group and click Policies on the left hand side of the screen.



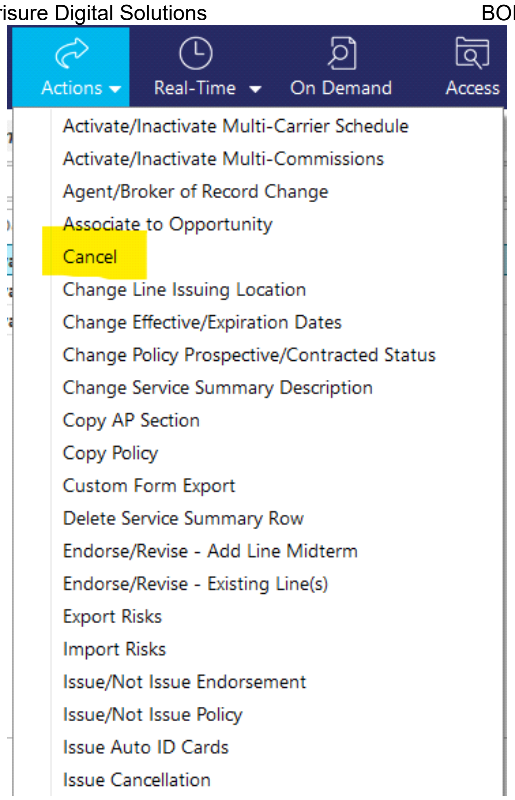
3. Highlight the one of the policies



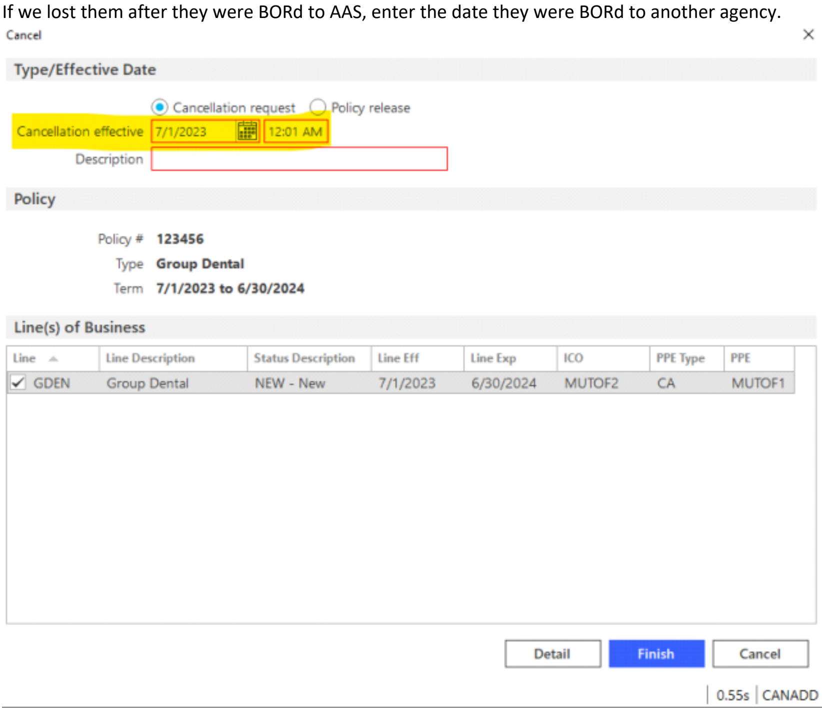
4. Click Actions at the top of the screen.



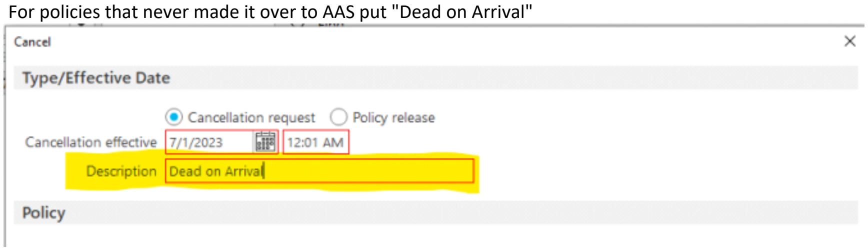
5. In the dropdown click cancel.



6. In the Cancellation Effective field enter cancelation effective date
   a. If we never had them choose same date as line effective date.
   b. If we lost them after they were BORd to AAS, enter the date they were BORd to another agency.

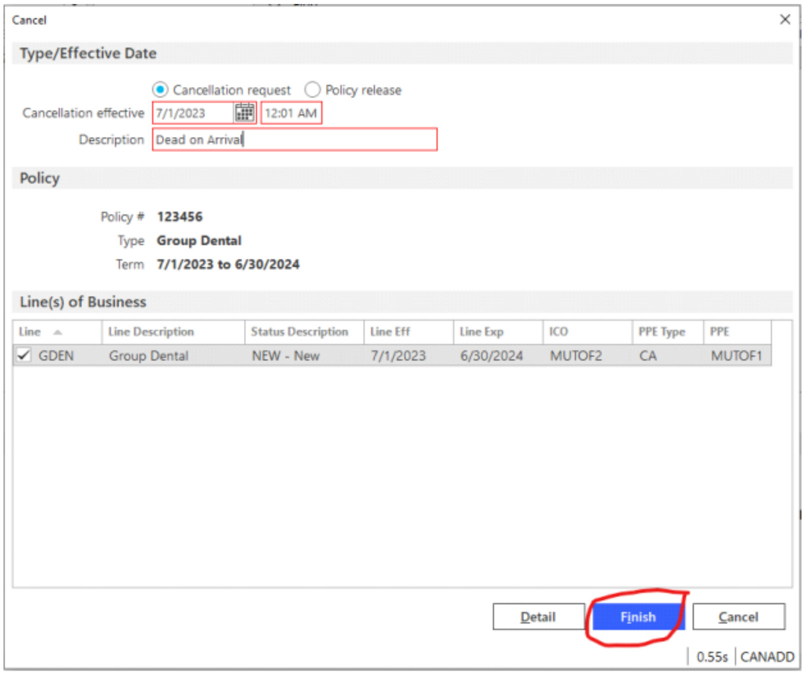


7. Enter the cancelation description in the description field.
   a. For policies that never made it over to AAS put "Dead on Arrival"

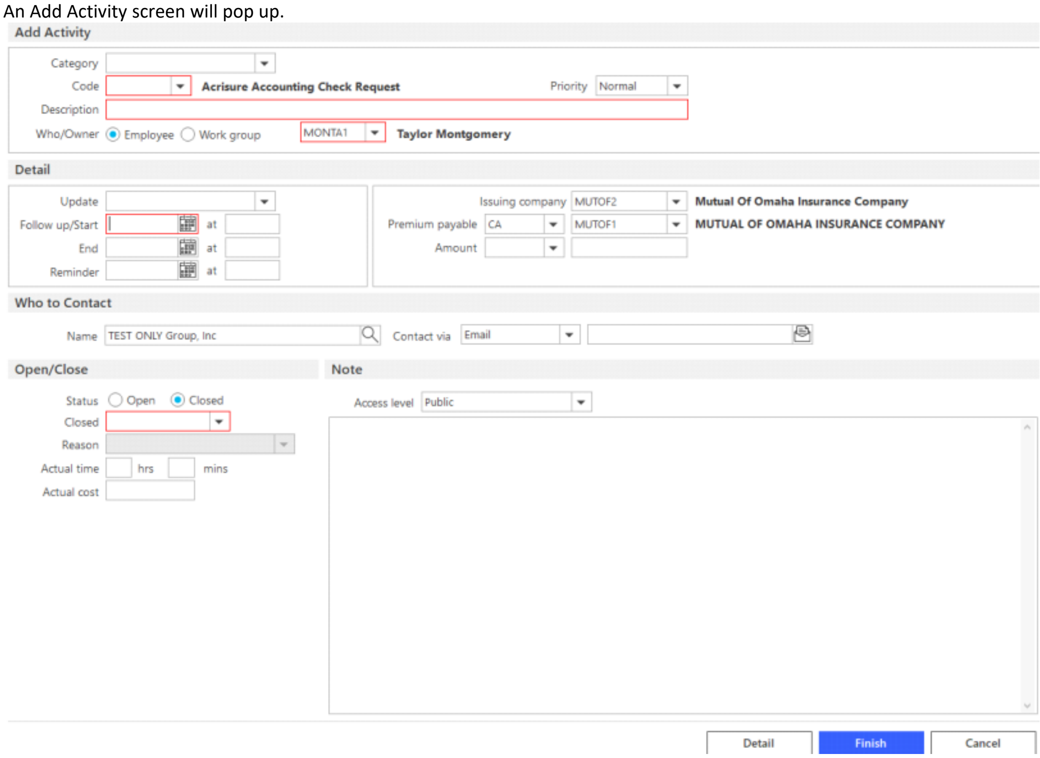


   b. For policies that were with us before we lost them put "Lost- [lost reason]

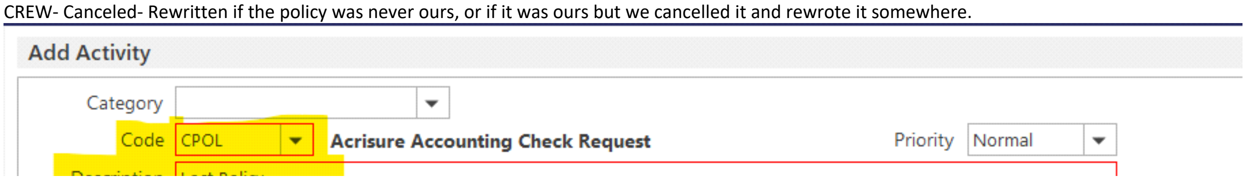
8. Click Finish

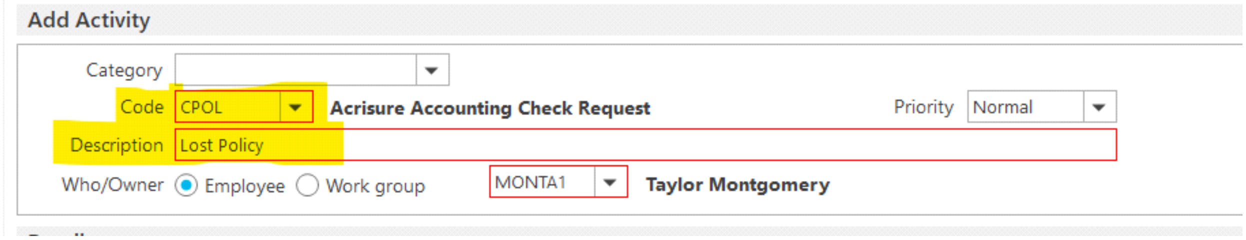


9. An Add Activity screen will pop up.



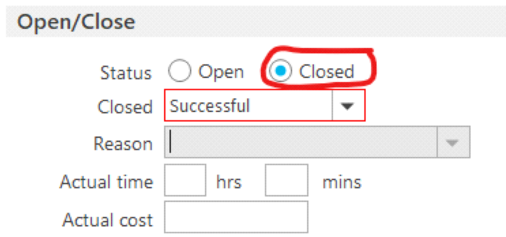
10. Click the code dropdown and choose the appropriate code below:
    a. CPOL- Lost policy if AAS had the policy but was then subsequently lost.
    b. CREW- Canceled- Rewritten if the policy was never ours, or if it was ours but we cancelled it and rewrote it somewhere.



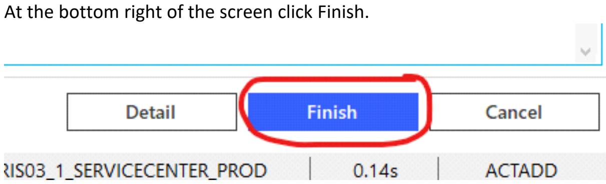


The Description will auto populate once you select the code.

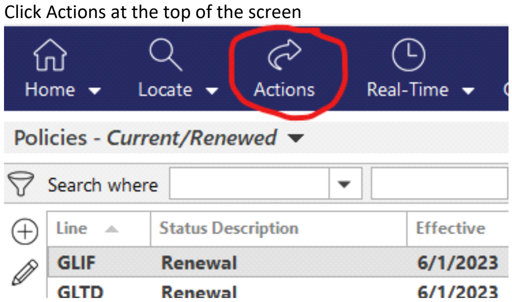
11. In the Open/Closed section select Closed.



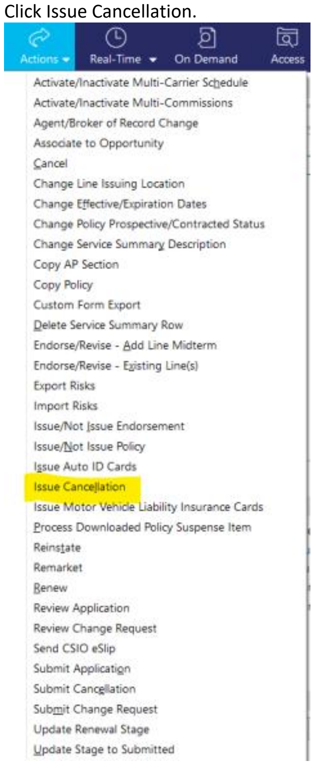
12. At the bottom right of the screen click Finish.



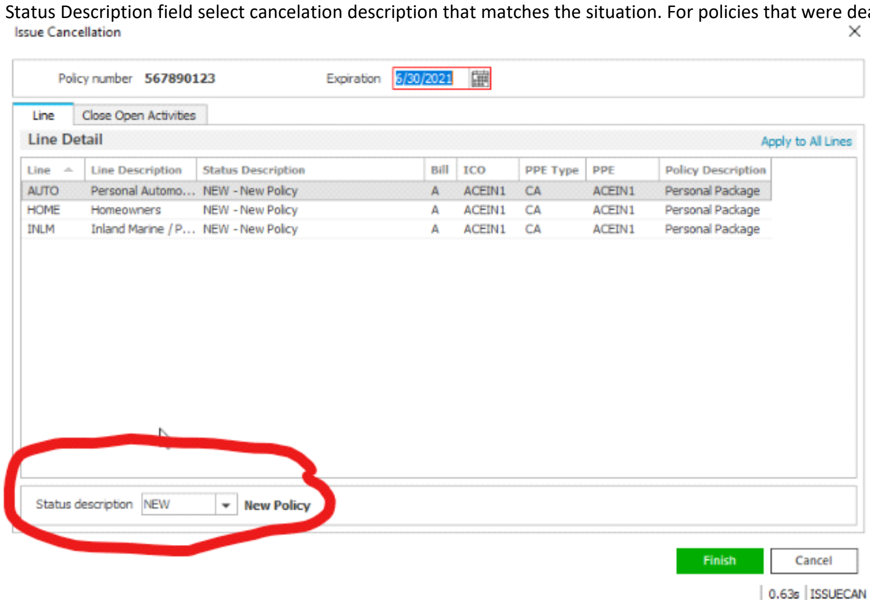
13. Click Actions at the top of the screen



14. Click Issue Cancellation.

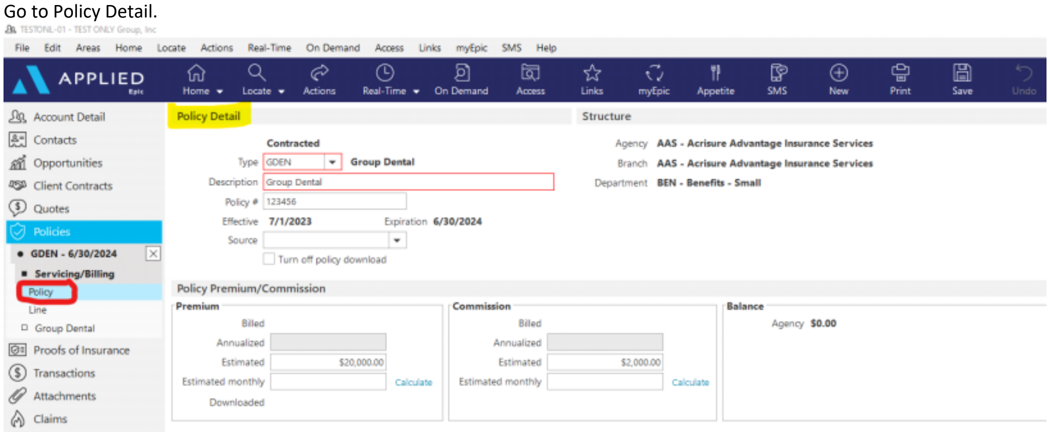


15. In the Status Description field select cancelation description that matches the situation. For policies that were dead on arrival (AAS never had them) select Created in error.

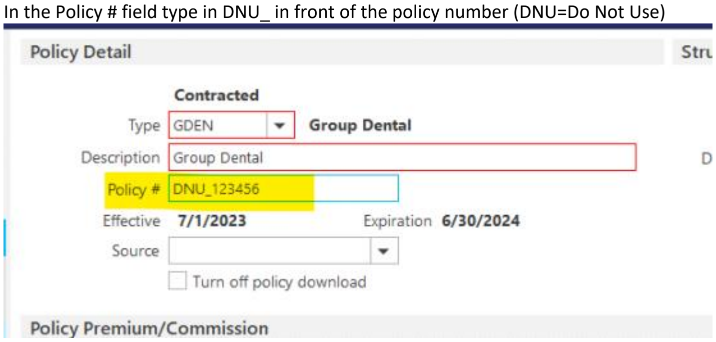


16. Click Finish

17. Go to Policy Detail.

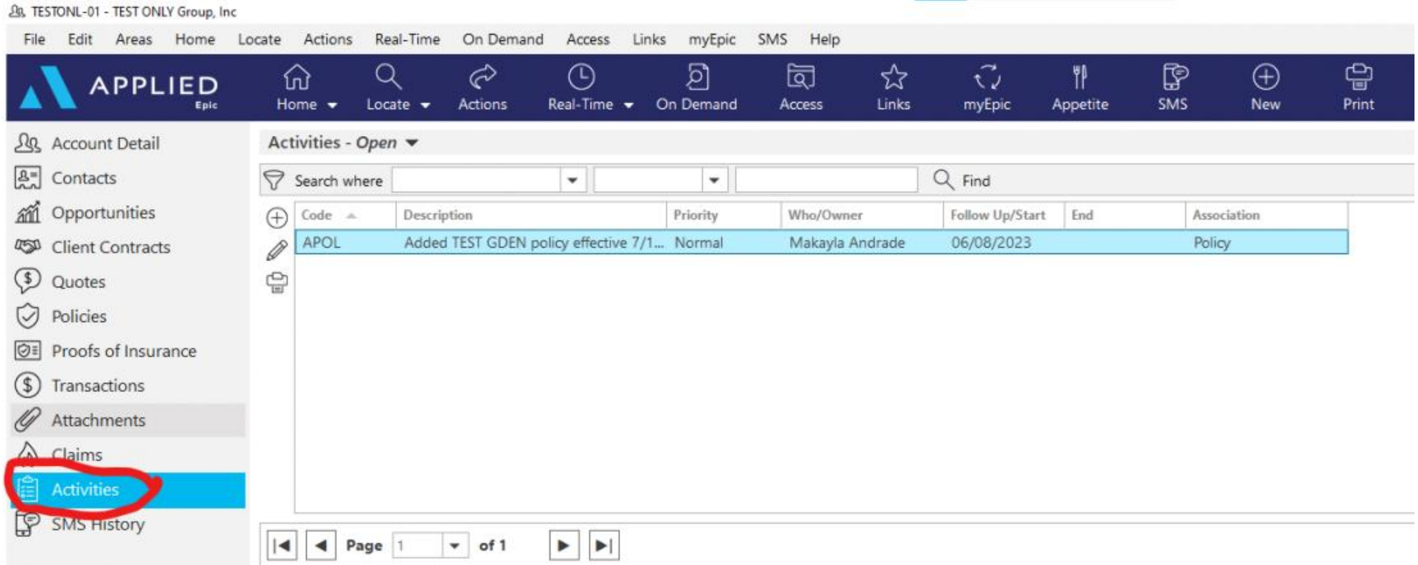


18. In the Policy # field type in DNU_ in front of the policy number (DNU=Do Not Use)

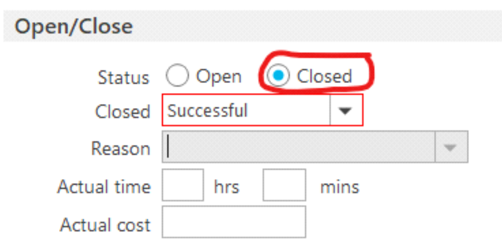


19. Repeat steps 3-17 for each policy that needs termed.

20. Click Activities to go to the Activity screen to check to make sure there aren't any open activities.

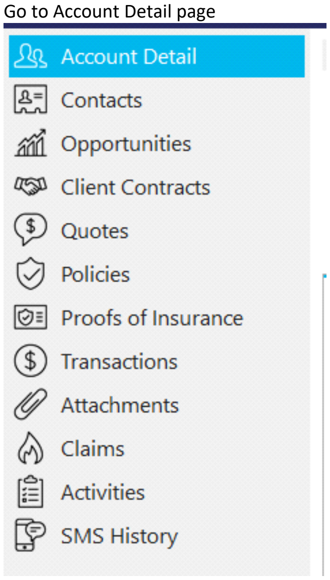


21. Close any that are open.
    a. Double click on the activity to be closed
    b. Select the Closed radio button.
    c. Choose Successful Closed dropdown menu.
    d. Click Finish.

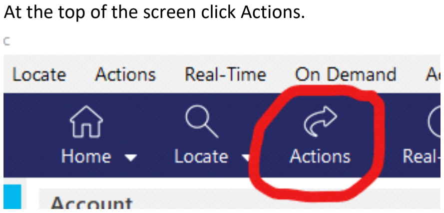


22. Repeat step 21 for each open activity.

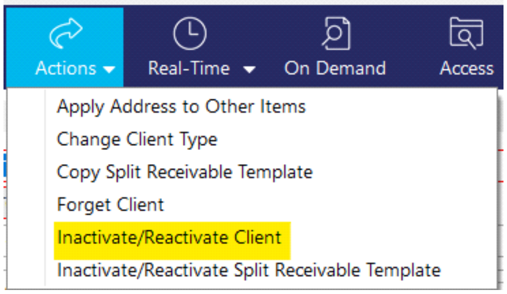
23. Go to Account Detail page



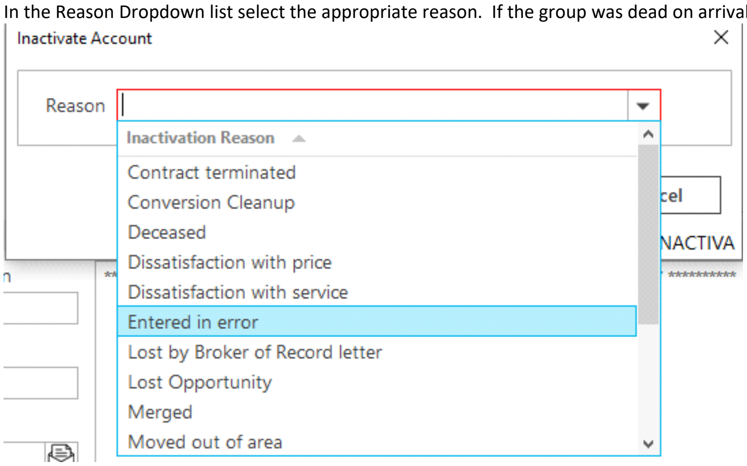
24. At the top of the screen click Actions.



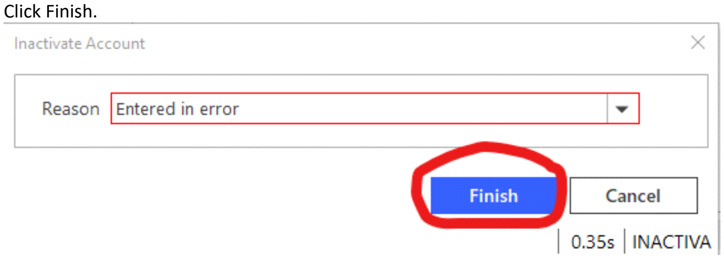
25. Select Inactivate/Reactivate Client



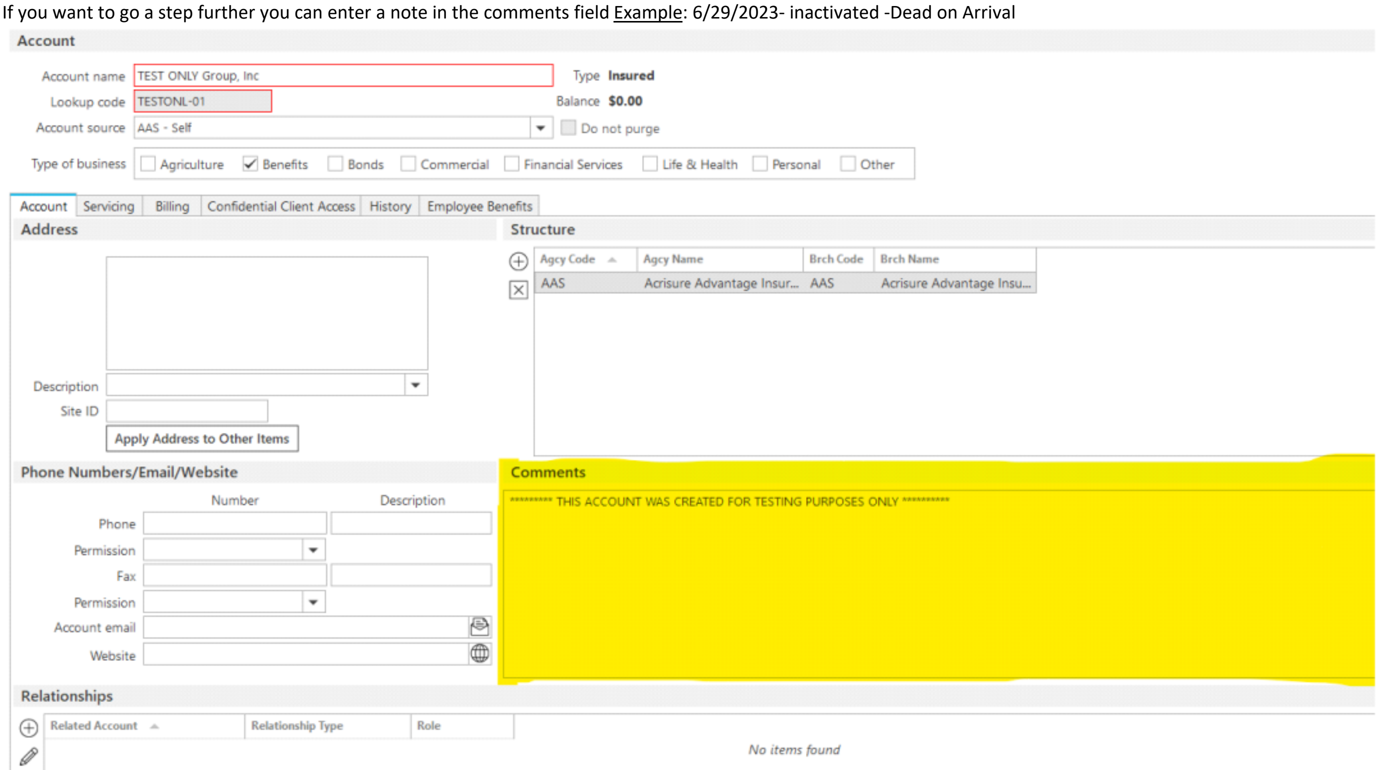
26. In the Reason Dropdown list select the appropriate reason. If the group was dead on arrival/we never had the group select entered in error.



27. Click Finish.



28. If you want to go a step further you can enter a note in the comments field Example: 6/29/2023- inactivated -Dead on Arrival



Clearing Open File Error

Friday, September 15, 2023 8:41 AM

Open files being detected by Epic, even when there isn't one actually still open, is a known issue for Applied and they have a Product Modification Request in place to fix the issue, but we don't have an ETA for when a permanent fix will be in place. A preventative measure Applied has suggested is open Acrobat Reader. Access Edit, Preferences, General and uncheck Show me messages when I launch reader. Save the change and close Acrobat Reader. There is also a workaround. To close that screen without having to close Epic completely, follow the steps below:

1. Click on the Windows logo in the lower-left corner of your desktop.
2. Type "task" and select the Task Manager.
3. In the Task Manager, there will be several options labeled "Applied Systems, Inc"
4. Click the arrow next to Applied Systems, Inc and it will dropdown and show which screen of Epic it is attached to.
5. Find that arrow that is attached to the account screen you are trying to close and select it.
6. Click End Task on the bottom-right side of the window and it will close the screen without logging out of Epic.

GA Identification

Friday, August 23, 2024 8:30 AM

GA Identification in Epic

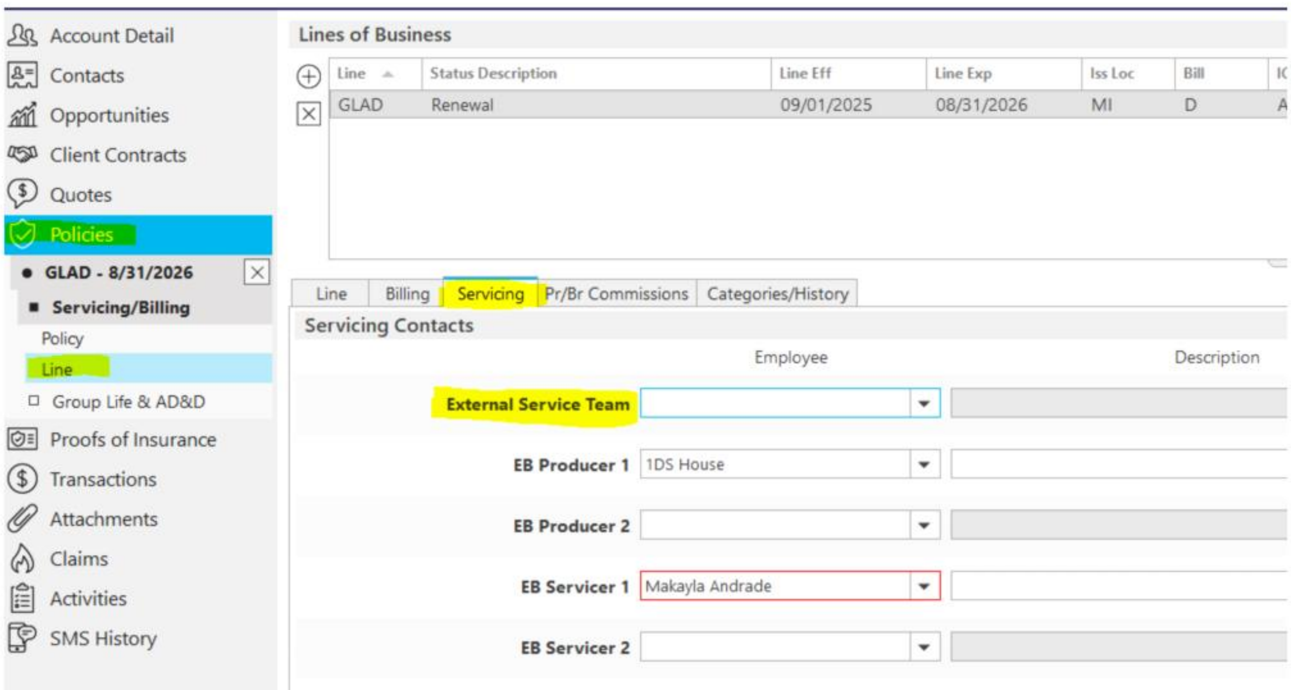
Taylor Montgomery

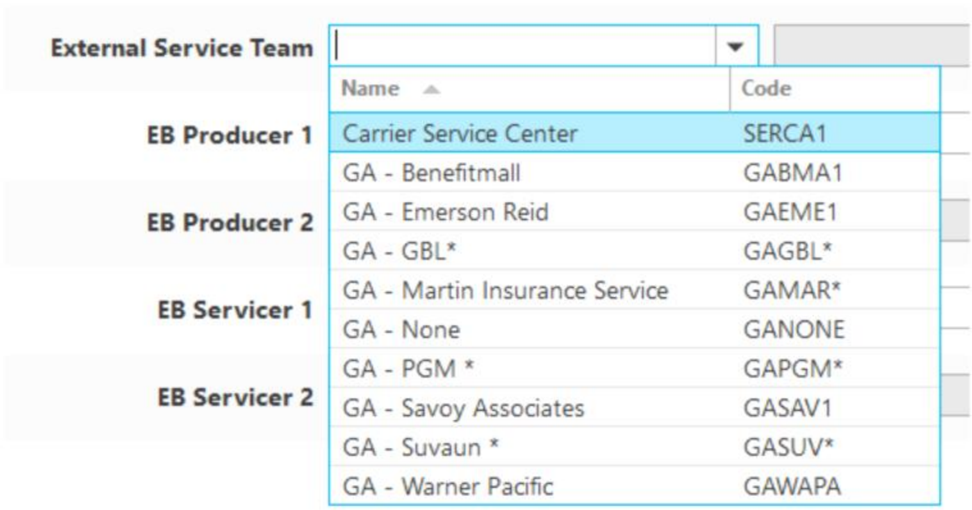
From: Katie Jones
Sent: Monday, August 19, 2024 12:55 PM
To: Veronica Larin
Cc: Brian Lelio; Mike Feldman; Taylor Montgomery; Ashley Hirschmann
Subject: GA Identification in Epic

Good afternoon,

Please see the screenshots below which shows where the GA can be added to policies in 1DS Epic.

Let us know if any GA's are missing from the list below (second screenshot). This should be filled in on any policies that have a GA.





Katie Jones
Systems Implementation Analyst
Acrisure Digital Solutions

ACRISURE®

Email: CatJones@Acrisure.com

Coverage cannot be issued, changed, cancelled, modified or otherwise altered without speaking to and receiving written confirmation from an authorized representative of Acrisure, LLC.

Book Roll BOR Process

Friday, September 22, 2023 3:53 PM

*This is the BOR change process for policies written with all carrier except for carriers that don't allow for block transfers (Example: Centene & HealthNet). For carriers that don't accept block transfers see Manual BOR Change Request page.

Onboarding Team Process

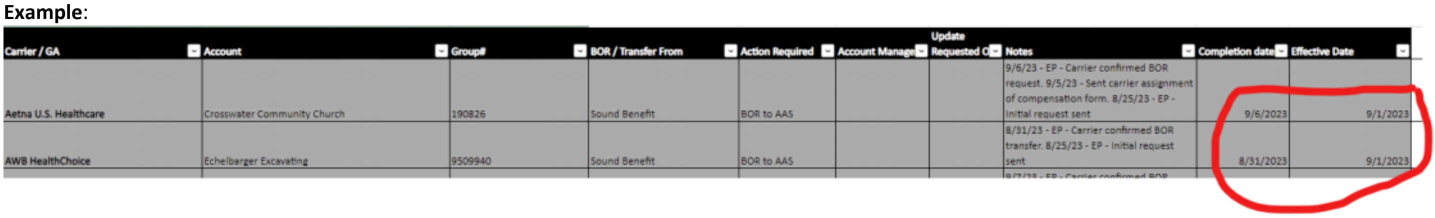
1. Once the EPIC Build Team has built the structure in EPIC for the AP/Platform, send the final data file to Reg. Affairs.
   Template: AP Name_Block Transfer Request (To Reg Affairs)

   Note: The only columns Reg. Affairs wants on the data file we send them are the following
   - AP's name
   - Account name (policy holders name)
   - Main policy number
   - Policy/Line Type (Medical, Dental, etc)
   - Billing carrier/Premium Payable Name
   - Platform/AP Account Manager's name
   - ADS Account Manager's Name

2. If your block transfer has policies with United HeathCare (UHC), send a spreadsheet with Group Names, policy numbers, originating Broker name using the templates below to marisa_l_garvey@uhc.com cc'ing Reg. Affairs (Ezekiel, Lee & Leeah) & Brian Lelio.
   - UHC BOR Policy List Template
   - Project Name_Acrisure Digital Solutions UHC BOR Expedition Request Template

3. Work with AP/Platform to answer any questions or gather any missing data Reg. Affairs may have.

4. Check back daily to see if any BOR's have been processed. (Takes Reg. Affairs about a week to get the file ready and added to the BOR Tracker)
   - You will know a BOR is complete when the completion date and effective date columns have dates in them and the row is highlighted in gray.
   - **Example**:



Carrier / GA	Account	Group#	BOR / Transfer From	Action Required	Account Manage	Update Requested O	Notes	Completion date	Effective Date
Aetna U.S. Healthcare	Crosswater Community Church	190826	Sound Benefit	BOR to AAS			9/6/23 - EP - Carrier confirmed BOR request. 9/5/23 - Sent carrier assignment of compensation form. 8/25/23 - EP - Initial request sent	9/6/2023	9/1/2023
AWB HealthChoice	Echelbarger Excavating	9509940	Sound Benefit	BOR to AAS			8/31/23 - EP - Carrier confirmed BOR transfer. 8/25/23 - EP - Initial request sent	8/31/2023	9/1/2023

5. When a BOR is completed go to Completed BOR Process and complete the steps outlined there.

Reg Affairs Process

Note: Throughout the process, if they need any additional data they will send that request to the OB PM assigned to the block transfer (This is true throughout the process).

1. Reviews the list and "cleans" it up.

2. Splits the list of carriers among themselves.

3. BOR Tracker Spreadsheet is created
   a. Link
   b. Color Key

Completed
On Hold- Contract with Legal for Review
Need Contact
Pending AP Action
Pending RA Action
Termed Policies*

*Termed policies will not have a completion or effective date on the tracker, but a note will appear in the notes column.

4. Carrier contacts search

5. BOR letter created

6. Send BOR letter to carrier's

7. Once carrier reaches out they may ask for paperwork to be completed
   a. 9 out of 10 times we have to complete appt process
   b. Once ADS is appointed a login can be created.
   c. Ezekiel sends carrier registration back to Bethany to register for login, or if it needs info Reg. Affairs only has it gets sent back to them to finish registration.

8. If new contract required, Reg. Affair's checks master contract spreadsheet to see if there is a master contract.
    a. Not a lot of these
9. If no master contract, the contract goes to legal to review & negotiate
10. Legal executes contract
11. Legal sends executed contract to Reg. Affairs team
12. Reg. Affairs then reaches back out to carrier to start the BOR s
13. Follow up with carrier's on BOR (weekly)
14. Once they receive confirmation from a carrier that the BOR to ADS is complete they will add the completion date and effective date of the BOR in the tracker and highlight it gray.
15. Reg. Affairs asks the carrier after confirmations come in how long the turnaround is for the policies to appear in the portal.
16. Reg. Affairs will forward carrier's response to AASOnboarding inbox.

Note on Carrier Login Process:

If the login is in Brian's name:

1. Ezekiel sets that up for us
2. CSR's verify that the login works
3. They add it to LastPass

If the login is for ADS:

1. Ezekiel sends the login or registration email to Bethany
2. Bethany sets up the login
3. Bethany adds it to LastPass

Next Step: AM Introduction Call

Manual BOR Request Process

Thursday, August 24, 2023 3:51 PM

For any groups that are written through HealthNet, Centene or any other carrier that does not allow block transfers a manual BOR will need to be processed.

1. Please use the link below to access the BOR template. Fill in the required data and send it to the AP to obtain the client signature and have them return it to you for submission to the carrier.
   Manual BOR Template

2. Once you have received the signed BOR submit it to the carrier.
   i.e. HealthNet / Centene
   (Because Centene owns HealthNet all submissions can be sent to the same email address)
   enrollmentunit_north@healthnet.com

Completed BOR Process

Wednesday, May 24, 2023 1:56 PM

Link to Reg Affairs Tracker
AAS - Policies to be transferred - Tracker.xlsx

Goal:

- Once a BOR is completed, it needs to be noted in Epic and on the finalized data template for that AP
- If the completed BOR is the 1st one for that group, our welcome email needs to be sent out and the BBR1 activity originally opened with the import needs to be transferred over to the AM so they know to initiate contact with the group
- If the completed BOR is not the first for that group, we just need to note it in Epic and on our master list

Process:

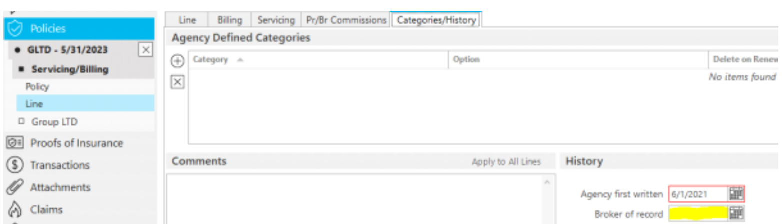
1. Complete Monday.com BOR Tracker Import process.

2. Determine which groups need the Welcome Letter sent to them.
   a. This happens when the first policy BOR confirmation is received for a group.

3. Send welcome email to the groups.
   Note: See Welcome Email Procedure Instructions & Documentation for more detailed instructions for sending welcome email.

4. Find the policies on the Monday.com BOR Tracker that need to be processed in EPIC.
   a. These are the ones that have a completion date and effective date, but the EPIC Doc. Status still shows Not Started.

5. Find each policy in Epic and enter the effective date from the Monday.com BOR Tracker in the "Broker of record" field on the Categories/History tab at the line level.

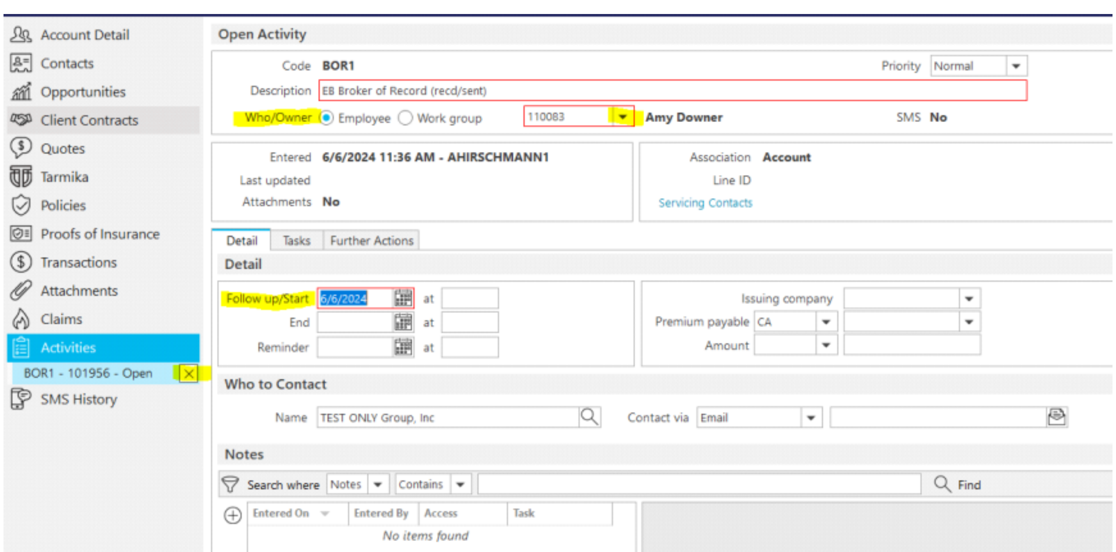


6. On the Monday.com BOR Tracker, change the EPIC Doc. Status to Complete.

7. Also on the Monday.com BOR Tracker, find the group name and if it is marked that the welcome email / activity has been done, **STOP HERE** as nothing else is needed. If it's not marked, move on to the next steps.

8. In Epic, drag and drop the sent email from Outlook to that group's account, uncheck the "Delete Original after Attaching" button, and name it "Welcome Email to GRP from OB Team".

9. Still in Epic, open the existing BBR1 activity and change the Who/Owner to the AM on that account and change the date to today's date. Click the X on the left to close out of the activity.



10. Go back to the Monday.com BOR Tracker.

11. Change the status of Welcome Letter/BOR Activity Status to either Sent (if email address for group is on file) or Unable to Send (if there is no email address on file for the group).

Next Step: Quality Review

One-Off BOR Process

Goal:

- BOR's that slipped through the cracks or one-off situations in which case a group needs to be transferred to AAS are processed and followed up on in a standardized manner
- The completed BOR's are input into EPIC/Ease pulled to Suvaun and AM's are assigned.
- Appropriately track all BOR requests, even outside of Block Transfers

Process:

1. BOR request is received.
2. If not enough information is provided, email the AP asking for additional information. The template for this is located here:

   BOR
   Request f...
3. Determine the Group size. If it is over 20 lives, contact Veronica Larin about whether or not AAS will accept the group.
4. Once the Group is determined that it will be transferred to AAS, identify any policies that have upcoming renewals within the first 90 day window and inform the AP that they will be responsible for them.
5. Send the group information to Veronica Larin for Account Manager assignment along with a reminder that their Team will be responsible for creating the Group in EPIC manually.
   *Also remind them to add the Onboarding ADC when they add the policies to EPIC
6. Send the Group data to Regulatory Affairs for processing. The following info must be included in this request:
   a. Billing Carrier Name
   b. Group Name
   c. Policy Type
   d. Policy Number
   e. Effective Date
   f. Any timeline urgency (if necessary)
7. Send the group information to RSP for entry into Ease and pull to Suvaun, if applicable as not all states are supported.
8. Review systems (EPIC, Ease & Suvaun) to ensure these tasks were completed.
9. Check for completion of BOR on Reg Affairs BOR Status Tracker.
10. Once a BOR is complete, move on to the Completed BOR Process

Renewal Process for Inflight Groups

Monday, September 25, 2023 2:22 PM

There are 3 different types of renewals.

1. Policy renews before BOR is processed by carrier
2. Policy renews after BOR is processed by carrier; Platform has already initiated renewal process with group
3. Policy renews after BOR is processed by carrier; Platform has not initiated renewal process with group

1. <u>Policy renews before BOR is processed by carrier</u>

a. Platform-AM renews policy
b. Platform-AM sends renewal documents to ADS PM
c. ADS-PM attaches in EPIC & renews policy line

2. <u>Policy renews after BOR is processed by carrier; Platform has already initiated renewal process with group</u>

a. Platform-AM notifies ADS-PM & ADS-AM of renewal
b. Platform-AM coordinates with ADS-AM on renewal
    • This may include:
        O Continuation of renewal
        O Linking documentation in EPIC
        O Executing Renewal
c. ADS-AM attaches documents in EPIC.
d. ADS-AM renews policy in EPIC

3. <u>Policy renews after BOR is processed by carrier; Platform has not initiated renewal process with group</u>

a. ADS-AM renews policy with carrier
b. ADS-AM attaches in EPIC
c. ADS-AM renews policy in EPIC

To Include:
- PM communication alert of upcoming renewals; included in weekly status update
- Screenshots of renewal communication from Platform

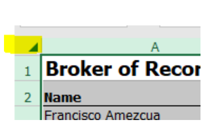
Weekly BOR Status Reports

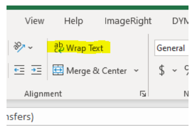
Thursday, June 1, 2023 9:48 AM

*UPDATED PROCESS STARTING 6/30/23

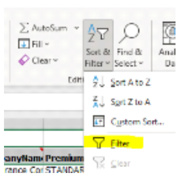
1. Generate the "Broker of Record Report" and save it in the shared folder (ONBOARDING/Weekly BOR Status Reports). When saving, add the date to the title (ex. "*date*_Broker of Record Report")

2. Open the report and make the following adjustments to make it easier for the SVC team to work with:
    - Highlight the entire sheet by clicking in the top left corner then uncheck the Wrap Text option by clicking it twice.





    - Add a filter for row 2 by selecting the Filter option in the Sort & Filter dropdown



    - Save & Close

3. Email the report to the team using the email template saved in the same shared folder that the report was saved to. *Remember to <u>attach the file</u> & <u>add your signature</u>
   Link to Email Template: [Weekly BOR Status Report Email Template.msg]()

Group Adds Coverage During Block Transfer

Friday, April 5, 2024 12:12 PM

These instructions are on how to handle added coverage for a group that is part of an in-process block transfer to ADS.

1. Manually build policy in EPIC (Instructions)
2. Send BOR request to Reg Affairs including the following information:

Premium Payable Carrier Name
AP/Platform Name
Account Name
Policy #
Policy Type
AP/Platform Account Manager's Name

3. Add policy to project's BOR Tracker in Monday.com
4. Add policy to Onboarding Volume Board's policy count for the project

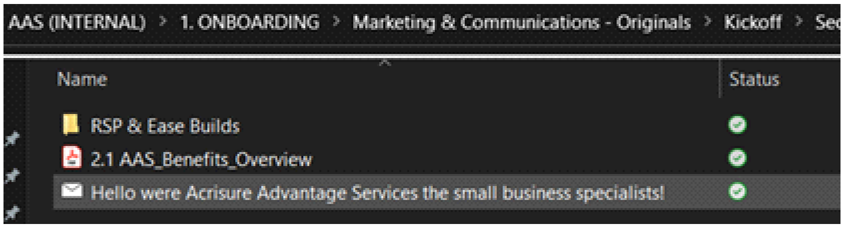
Reminder: When sending out the next Status Update email for the project, remember to update the policy count and percentage complete.

Welcome Email Procedure Instructions & Documentation

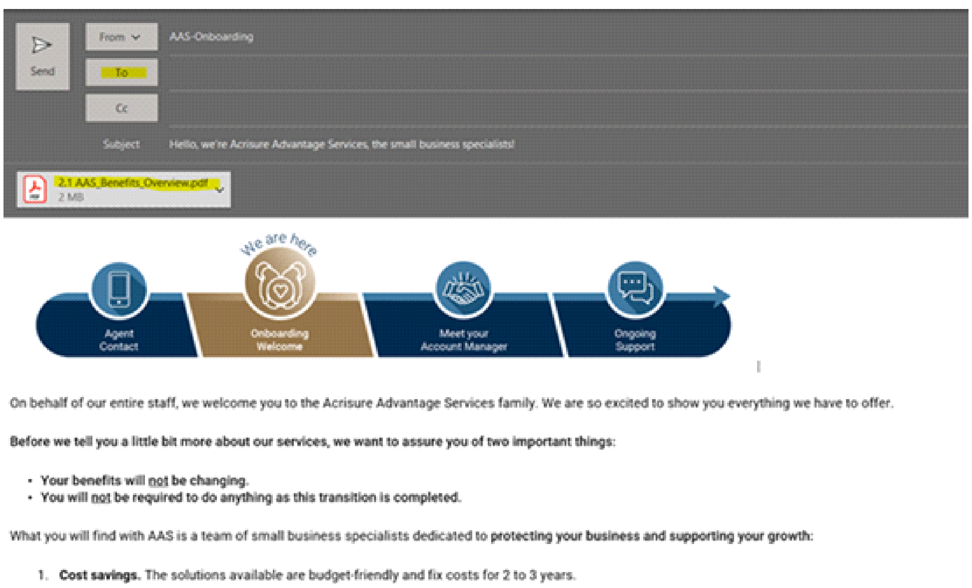
Wednesday, September 13, 2023 1:16 PM

1. Locate the email template: 1. ONEDRIVE Collaboration\Onboarding\0. Templates\Email Templates\Welcome Packet Email

2. Select the template, "Hello we're Acrisure Advantage Services the small business specialists!"



3. Attach the "2.1 AAS_Benefits_Overview" file to the email
4. Open the excel datasheet, "AP - Block Transfer Tracker - date - PM"
5. Open AP- Full List of policies and find the group Primary contact in column L
6. Copy and paste email address



Notes:

- Send from **AASOnBoarding@acrisure.com**
- No CCs but can send in bulk using BCC.

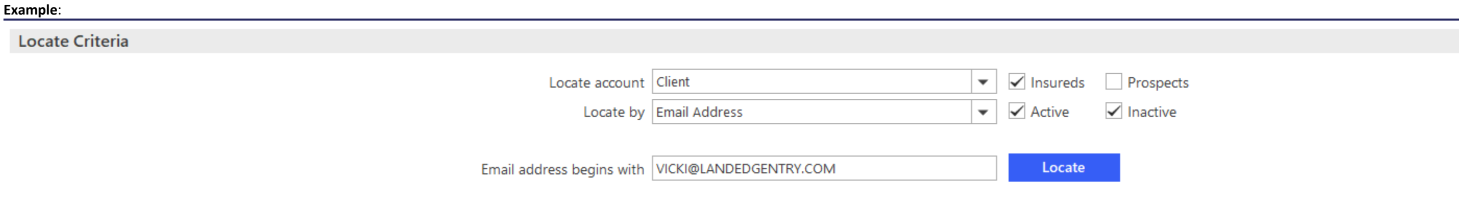
7. **Send** email

See Completed BOR Process instructions for how to document in EPIC.

AP Responses to Welcome Email

Thursday, July 13, 2023 11:44 AM

1. Look up group in EPIC.
    - You can search by Email address if the group's name is not in the inbox.
    Example:



2. Go to servicing screen to determine who the account manager is for the account.
3. Forward on the responses to the account manager for them to take care of.

Email Body Template:

Hi [Account Manager],

Please see the email below that we received from one of your groups in response to the ADS Welcome Email.

This for the group: **[Account Name]**

Thank you

4. Move the group's response email to the folder labeled 6.Welcome Email Responses.

Weekly Project Plan Update

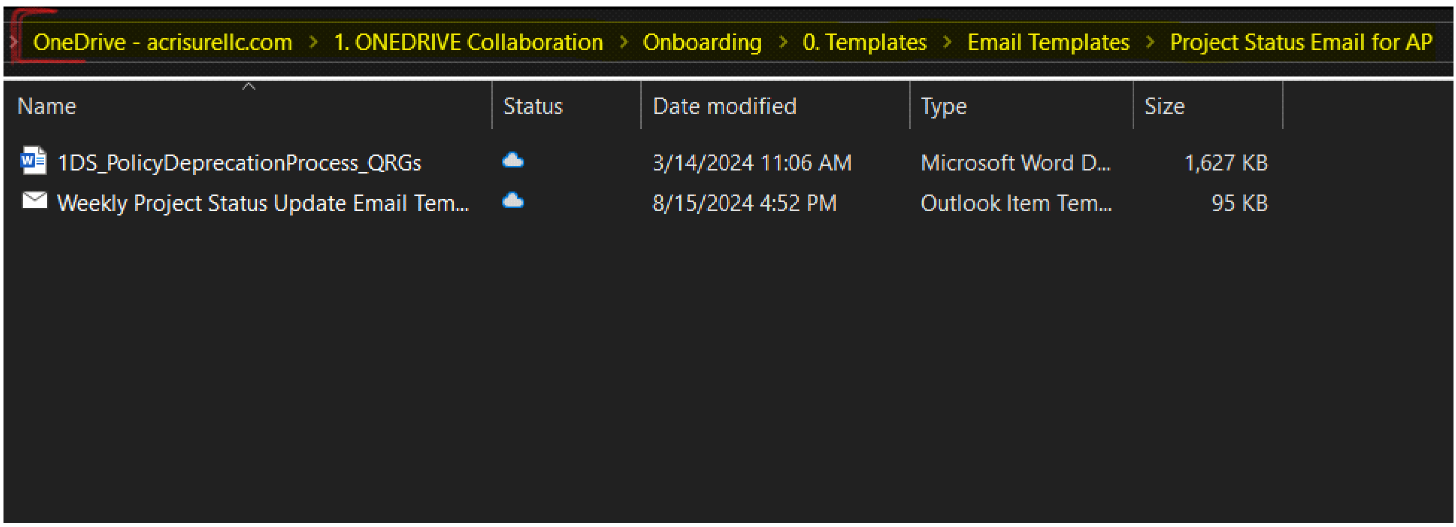
Monday, May 22, 2023 2:49 PM

Send a copy of the updated Implementation Plan to the AP using the email template saved in the folder shown below. Attack the BOR Tracker once BOR's start coming in.

Update the AP name in the subject line, customize the highlighted areas in the body, & add signature before sending.

Should be sent from your personal work email address. (Example: tamontgomery@acrisure.com)

Make sure to CC: Mike, Brian, Veronica, Jason, & ONB Team



Suvaun Quality Review

Friday, September 22, 2023 12:24 PM

After Suvaun builds have been completed by RSP, a quality spot check of the basic information should be done throughout group intake list.

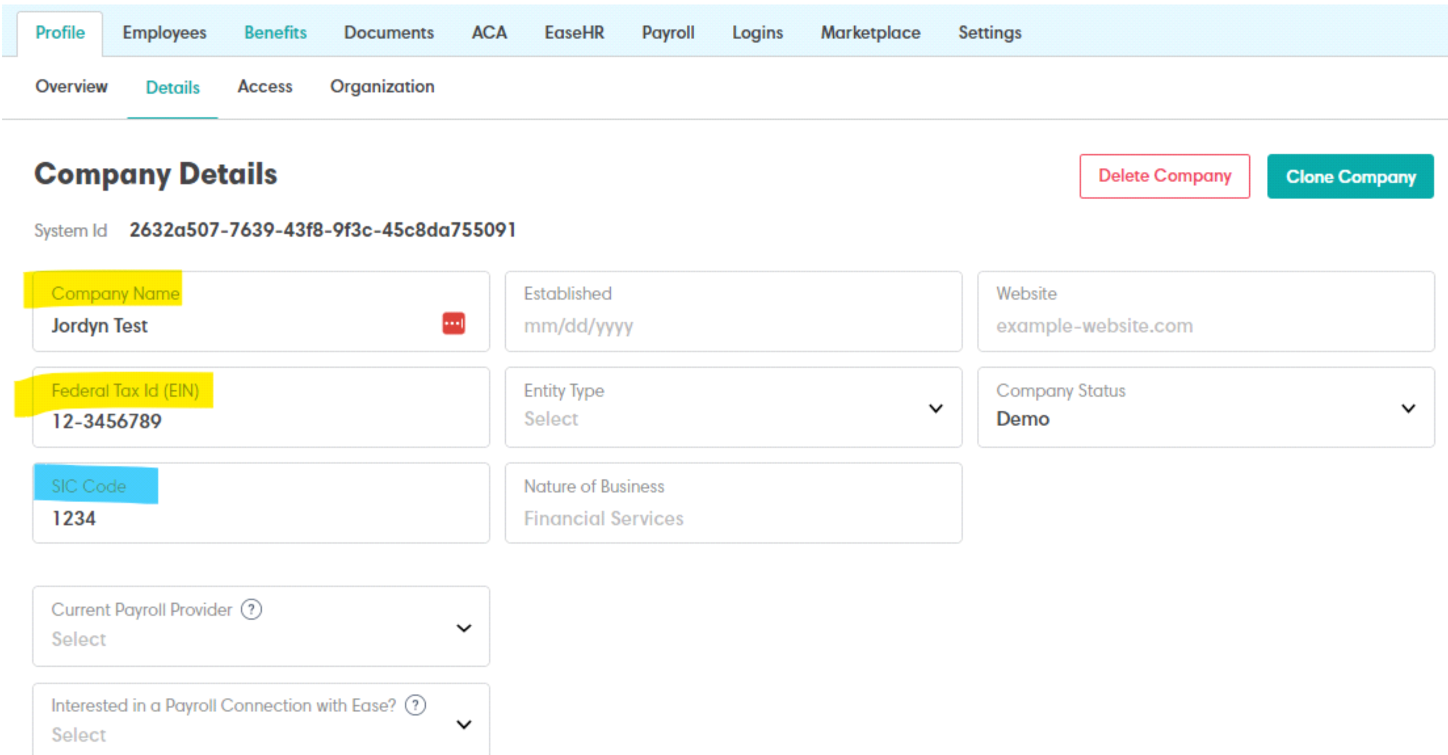
Information to check:

1. Market size: Small Group
2. BOR Status: Existing Client
3. SIC Code: May not be provided initially
4. Address
5. Select Products (ex. Medical, Dental, Vision)
6. Select Client Team: This should be the AM assigned to the group.

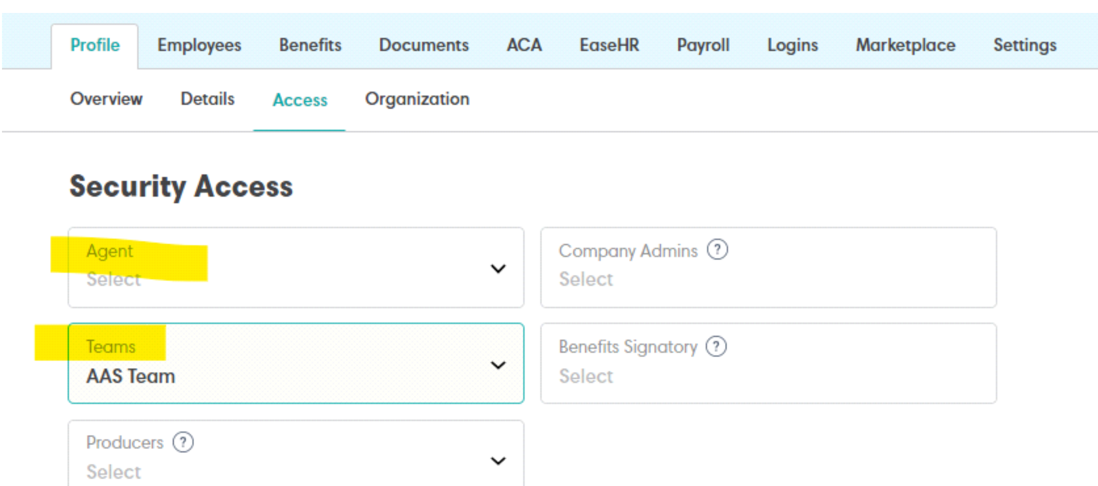
EASE Quality Review

Monday, September 25, 2023 10:17 AM

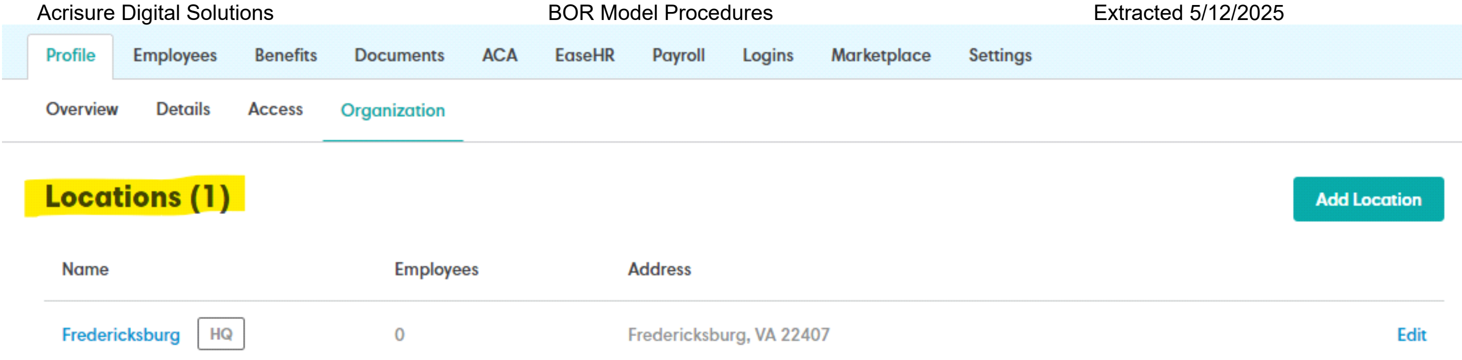
After Ease builds have been completed by RSP, all highlighted fields should be quality spot checked throughout group intake list.

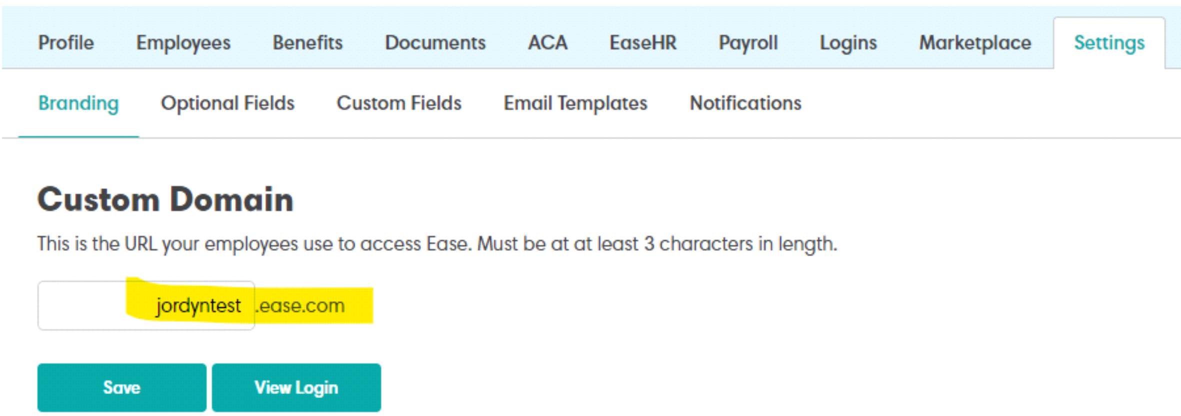


★ SIC Codes may be provided by the AP at a later date if not initially provided.



★ In order for a group to import over to Suvaun, there MUST be a valid address AND custom domain name. Multiple addresses are able to be added if group has multiple locations.


Profile
Employees
Benefits
Documents
ACA
EaseHR
Payroll
Logins
Marketplace
Settings
Overview
Details
Access
Organization
Locations (1)
Add Location
Name
Employees
Address
Fredericksburg
HQ
0
Fredericksburg, VA 22407
Edit


Profile
Employees
Benefits
Documents
ACA
EaseHR
Payroll
Logins
Marketplace
Settings
Branding
Optional Fields
Custom Fields
Email Templates
Notifications
Custom Domain
This is the URL your employees use to access Ease. Must be at at least 3 characters in length.
jordyntest
.ease.com
Save
View Login

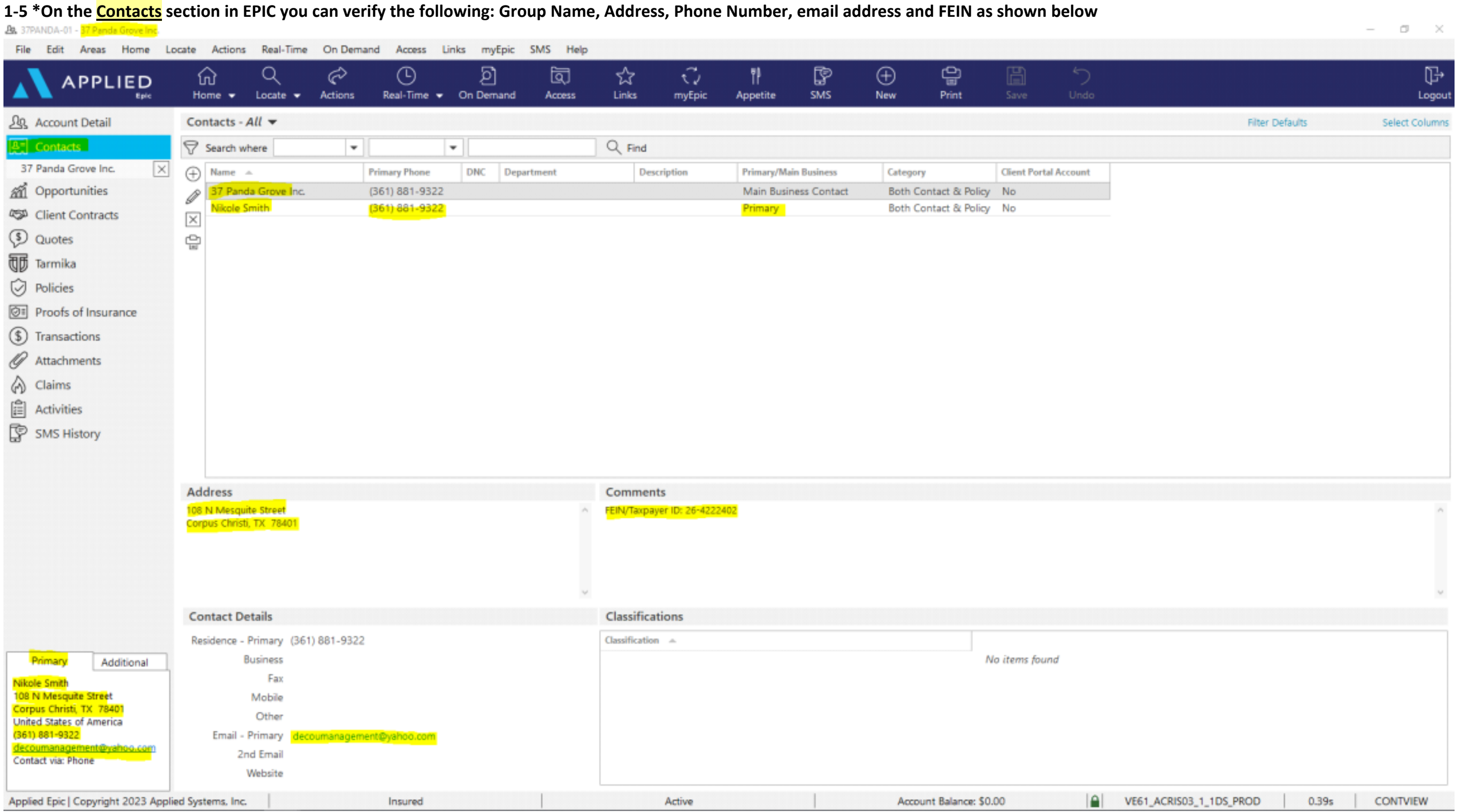
EPIC Quality Review

Tuesday, April 9, 2024 10:37 AM

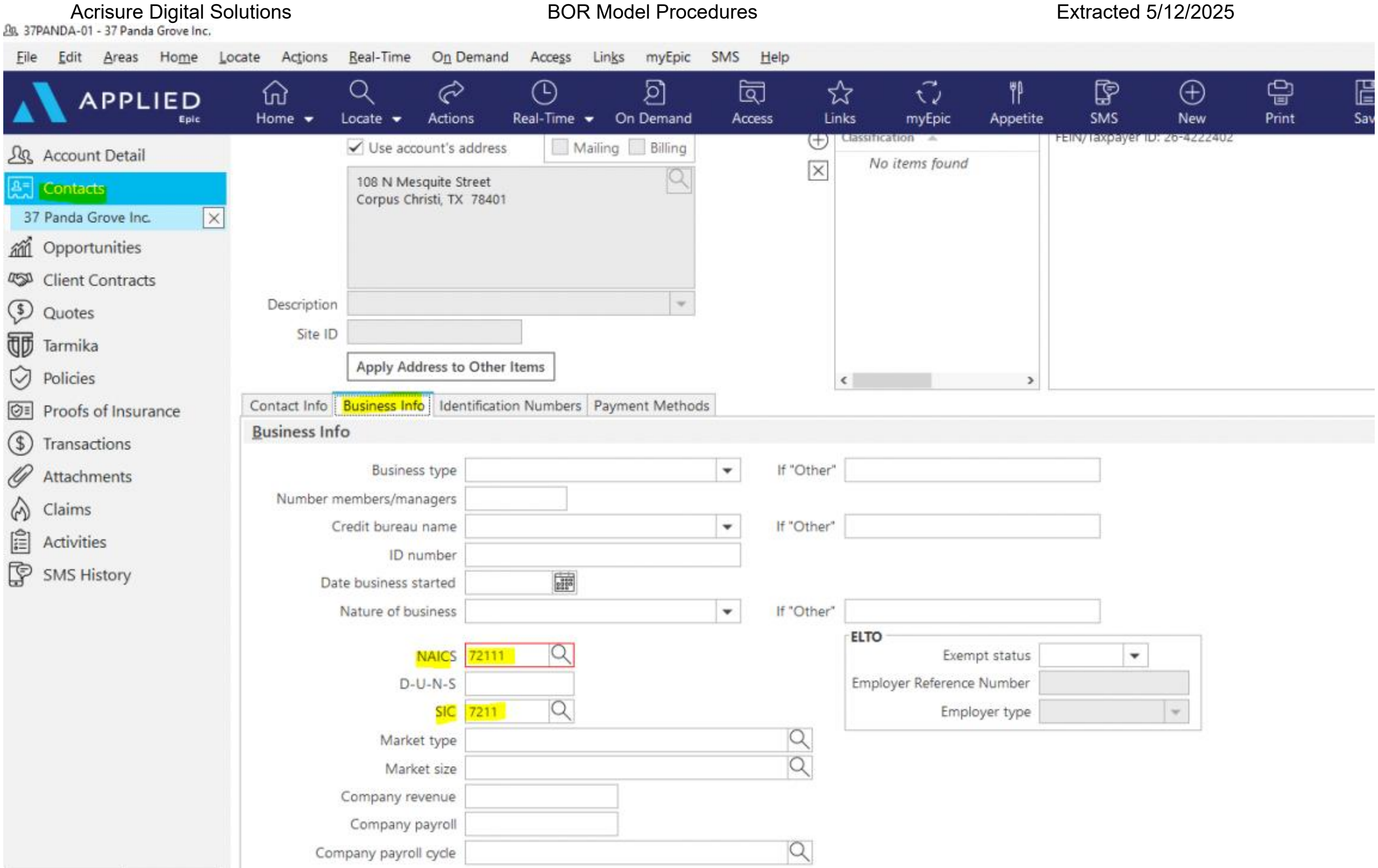
Once the EPIC builds / uploads have been completed you will need to verify that the following information is correct in EPIC for each group and that the following information is there:

1. Name
2. Address
3. Phone Number
4. At least the primary contact name, phone number and email address for the primary contact
5. FEIN
6. SIC / NAICS Codes (If provided)
7. Verify the Line Type
8. Check that the Effective Dates and Term Dates for the policies are correct
9. Confirm that the Group / Policy numbers are correct
10. The Bill Type
11. Issuing Company
12. Policy Description
13. Risks Insured (If provided by AP)
14. Issuing Location
15. Always confirm that the EB Producer is listed as: 1DS House
16. EB Servicer (ADS Account Manager)
17. BBR1 Activity has been added and is assigned to the PM

1-5 *On the Contacts section in EPIC you can verify the following: Group Name, Address, Phone Number, email address and FEIN as shown below

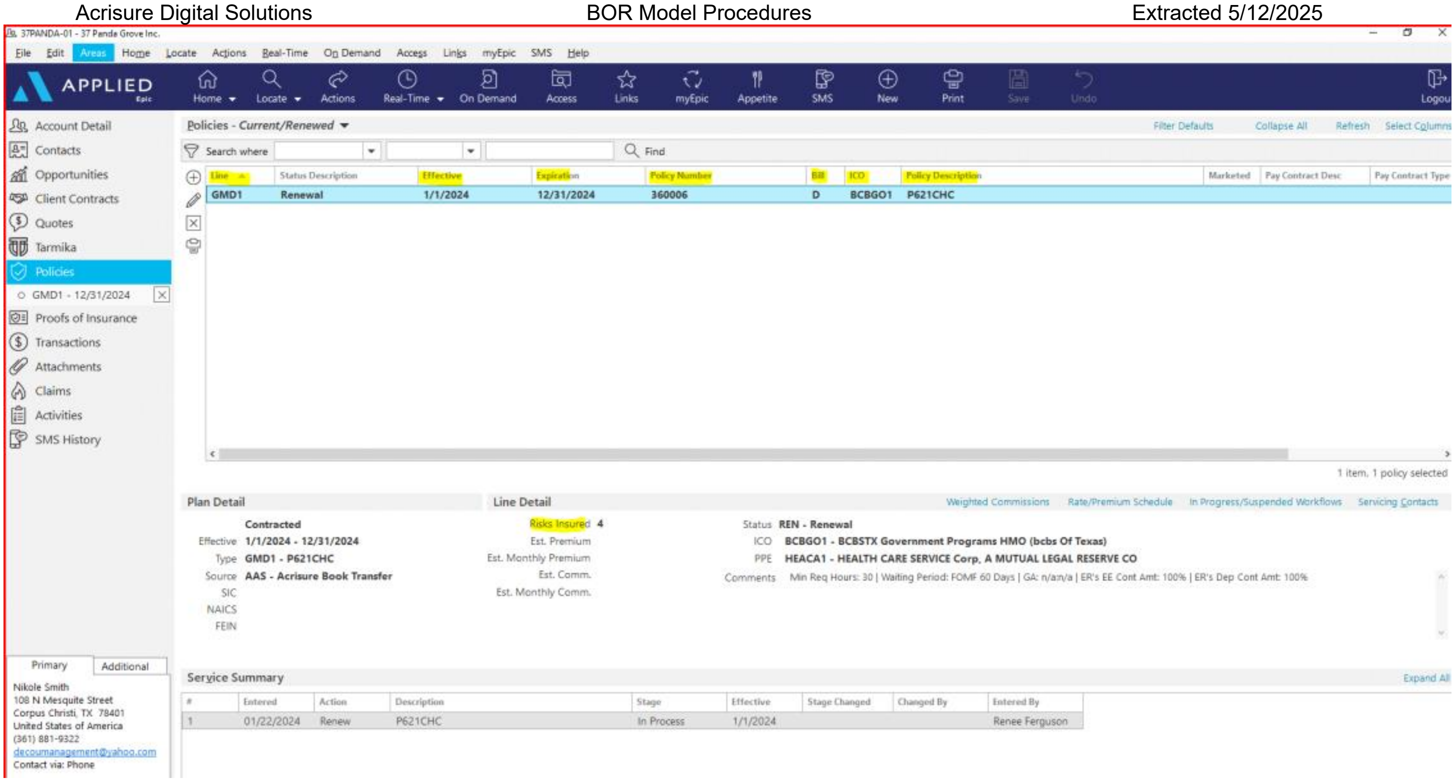


6 To confirm the SIC & NAICS codes: From the Contacts section, double click the group name and then click into the Business Info Tab

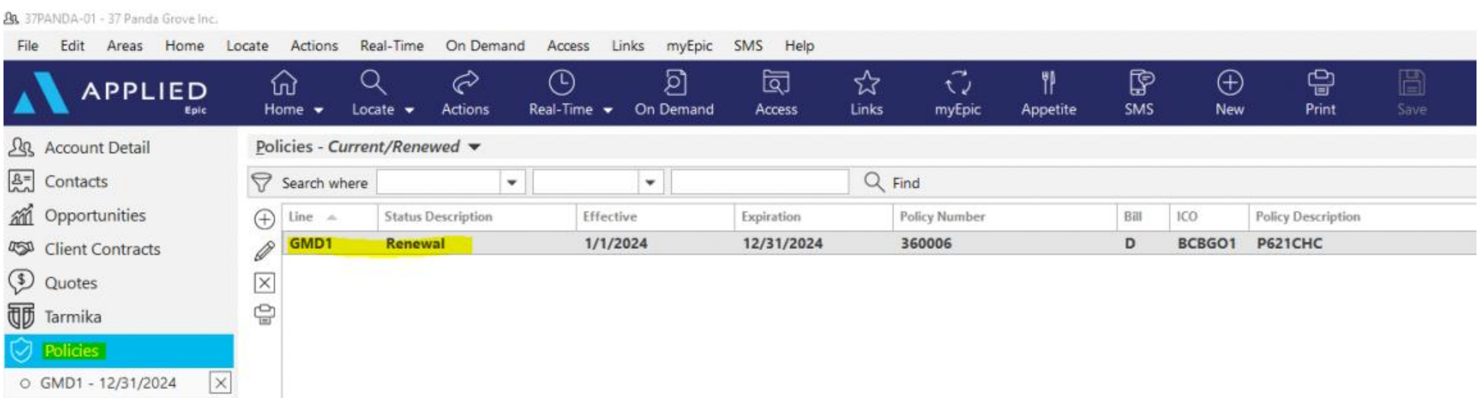


7-13 If you click into the Policies Section you can verify the following items:

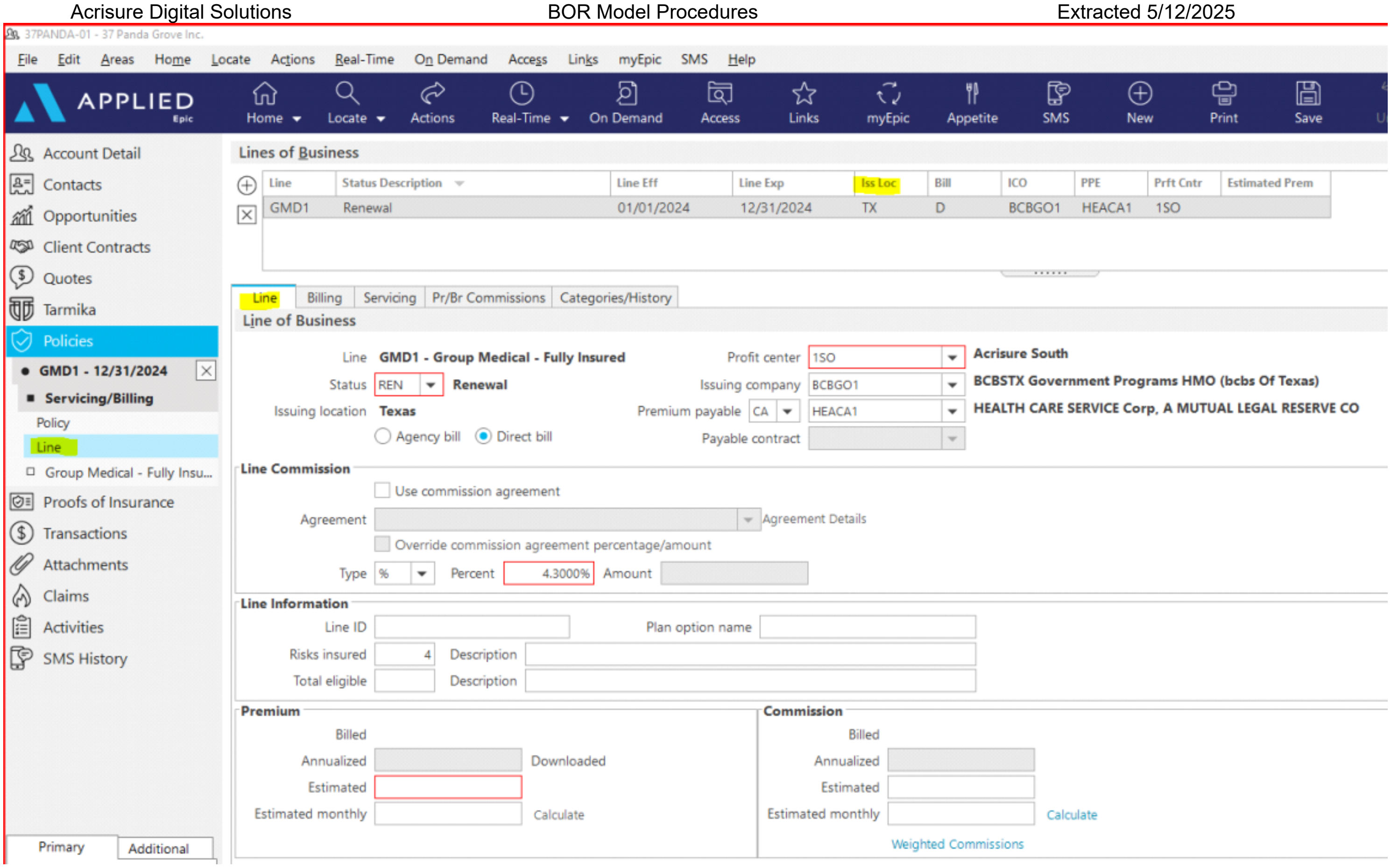
- Check that the Effective Dates and Term Dates for the policies are correct
- Verify the Line Type
- Confirm that the Group / Policy numbers are correct
- The Bill Type (***the bill type should typically always be Direct***)
- Issuing Company
- Policy Description
- Risks Insured (If provided by AP)



14 Lastly to verify the Issuing Location and EB Servicer (ADS AM) from the Policies section double click the policy you want to review, Then click on the Servicing Tab and this is where you will be able to verify that the correct EB Servicer (ADS AM) has been entered

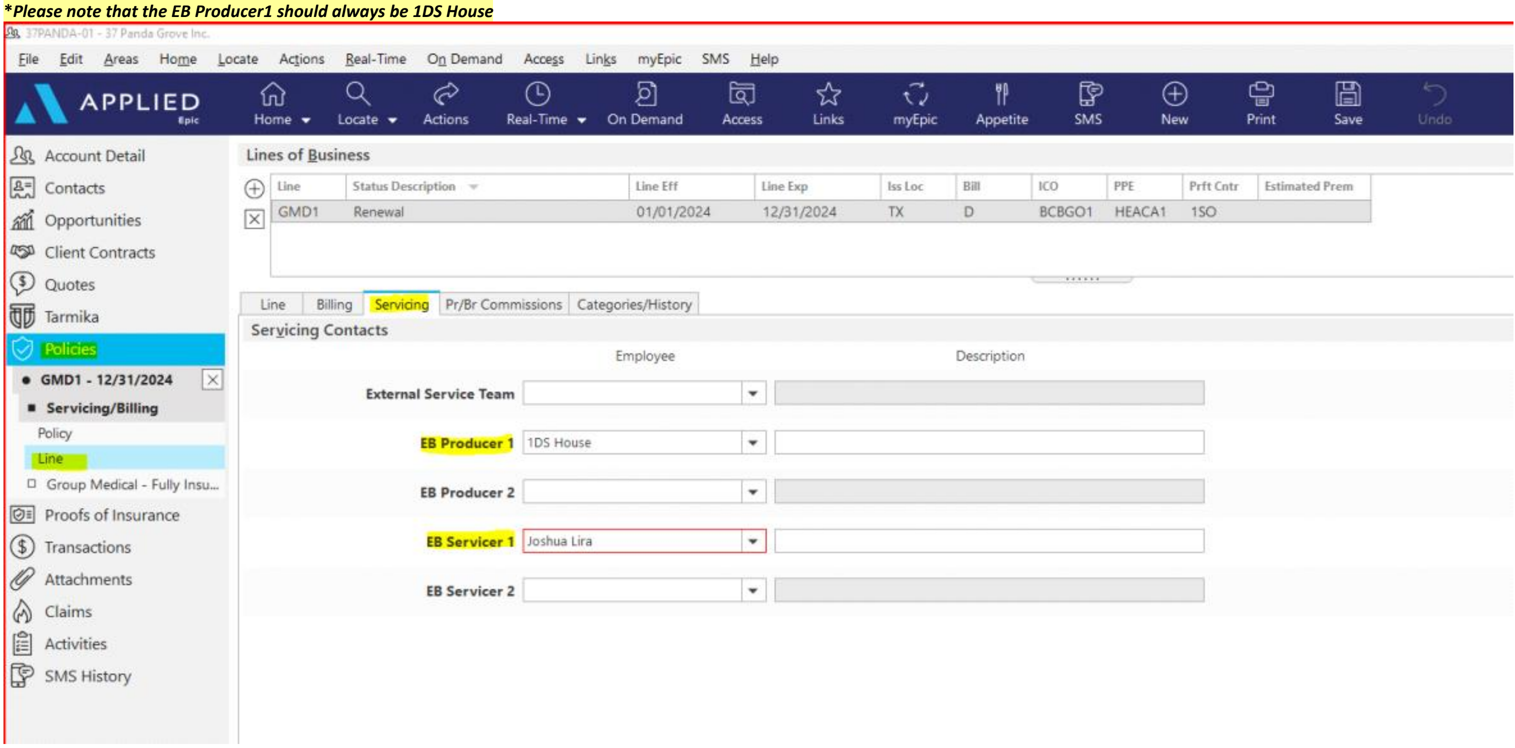


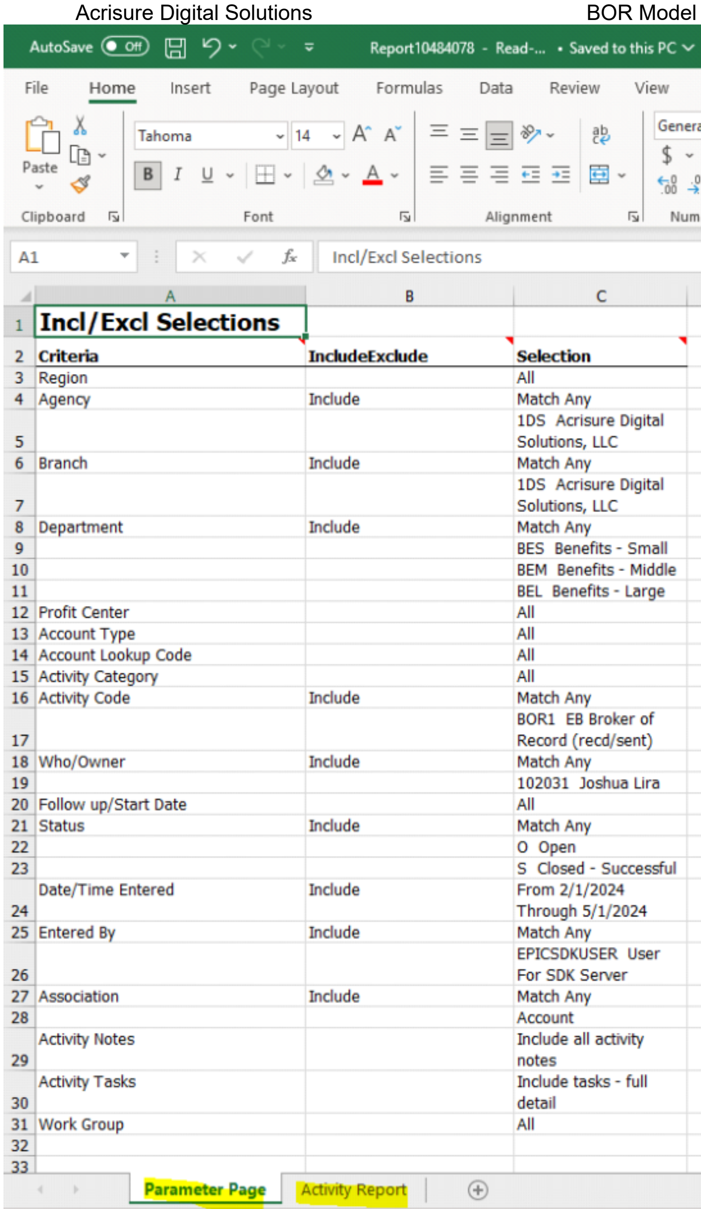
click on line item and on the line tab you will be able to verify the Issuing Location



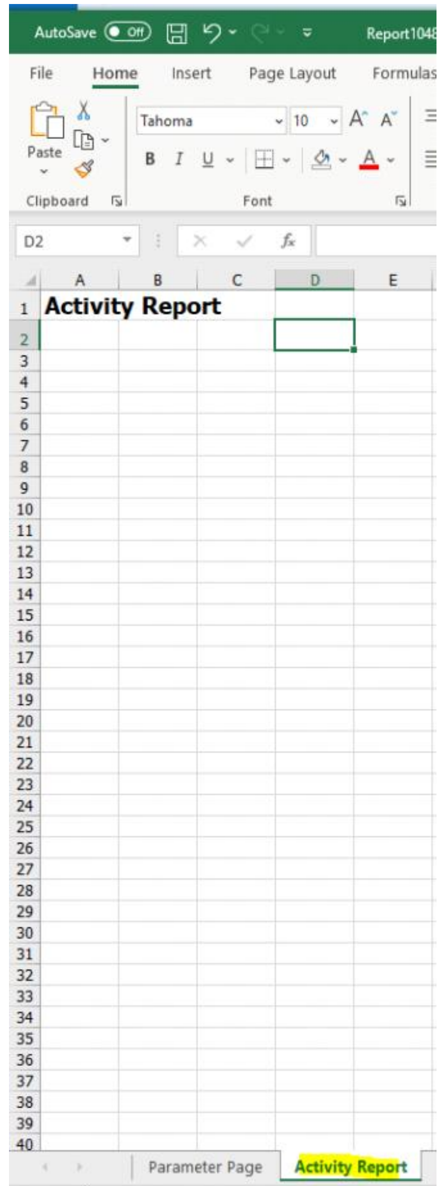
15-16 Then click on the Servicing Tab and this is where you will be able to verify that the correct EB Servicer (ADS AM) has been entered

Please note that the EB Producer1 should always be 1DS House





	A	B	C
1	Incl/Excl Selections		
2	Criteria	IncludeExclude	Selection
3	Region		All
4	Agency	Include	Match Any
5			1DS Acrisure Digital Solutions, LLC
6	Branch	Include	Match Any
7			1DS Acrisure Digital Solutions, LLC
8	Department	Include	Match Any
9			BES Benefits - Small
10			BEM Benefits - Middle
11			BEL Benefits - Large
12	Profit Center		All
13	Account Type		All
14	Account Lookup Code		All
15	Activity Category		All
16	Activity Code	Include	Match Any
17			BOR1 EB Broker of Record (recd/sent)
18	Who/Owner	Include	Match Any
19			102031 Joshua Lira
20	Follow up/Start Date		All
21	Status	Include	Match Any
22			O Open
23			S Closed - Successful
24	Date/Time Entered	Include	From 2/1/2024 Through 5/1/2024
25	Entered By	Include	Match Any
26			EPICSDKUSER User For SDK Server
27	Association	Include	Match Any
28			Account
29	Activity Notes		Include all activity notes
30	Activity Tasks		Include tasks - full detail
31	Work Group		All



If the Activity Report is blank this means you have successfully reassigned all of your BOR1 Activities to the assigned ADS AM

The following items will be audited by Ashley and Katie after the build:
Activity generated
Structure
ADC
Sources

****Premiums and Commission amounts will be verified and corrected if necessary by the assigned AM once they begin servicing the groups**

8. Outlier BOR's

Friday, September 22, 2023 12:24 PM

This procedure addresses scenarios in which a Block Transfer completion is held up over an extended period of time due to a small number of BOR's that are not processed in a timely manner in conjunction with the other BOR's involved in the Block Transfer.

This often happens when Carrier appointments need to be made by Reg Affairs or certain Carriers are taking longer to process BOR's than others but other scenarios can exist as well. It is up to the Project Manager to determine if such scenarios exist within their Block Transfer.

This procedure allows the Project Managers to move on to other projects, but also ensures that any Outlier BOR's continue to be processed by Reg Affairs, entered in EPIC, and the appropriate parties are notified upon completion.

For Block Transfer Project Manager:

Once a project reaches *over 90% completion* **AND** *all of the Welcome Letters* have been sent out to the Groups in the Block Transfer, the project can be reassessed for Outlier BOR's that have yet to be processed. This closeout process will only be initiated once all groups have received a Welcome Packet. This means that the Acrisure Digital Service Center will be actively servicing these clients.

At this point in the Block Transfer, the project can be considered closed and will transition to Outlier BOR status **if** the following conditions are met:

1. **The project is over 90% BOR completion status.**
2. **ALL of the Welcome Letters have been sent to the Groups.**
3. **There are still Outlier BOR's that Reg Affairs is continuing to process.**

If these conditions are met and the Project Manager determines that the Block Transfer is ready to be closed out, the final stages of the Block Transfer procedure are then initiated. *Please refer to the Close-Out Procedure for full details, however, a quick summary is provided below.*

Close-Out for a Block Transfer with Outlier BOR's includes:

- Final Quality Control review for EPIC, Ease, and Suvaun.
- Final Group count and updating of Monday.com project board with BOR status
- Updating of Monday.com Project Plan
- Send the final project close-out notification email to the AP/AAS Team/Leadership *(template provided in Onboarding folder)*.
- Notify Reg Affairs if any Outlier BOR's exist and that the project is being closed out so they can treat those BOR's appropriately.

Once the Quality Control and Close-Out Email portions of the Block Transfer process have been completed, the project is now considered closed. At this point, the follow-up and regular maintenance of the remaining Outlier BOR's will transition to the Onboarding/Business Integration CSR.

***Note:* It is essential to notify Reg Affairs that this project is being closed out and any remaining Outlier BOR's will be moved to a centralized tracker for continued processing, separate from the rest of the finalized Block Transfer.**

For Onboarding/Business Integration CSR:

These Outlier BOR's will be actively monitored and followed up on by the Onboarding/Business Integration CSR. They will be responsible for notifying AM's once these BOR's cross the finish line and sending an account deprecation notice to the appropriate contacts at the Platform level.

<u>*The steps for monitoring and following up on these Outlier BOR's are described below:*</u>
(Please refer to training procedures on processing BOR's in EPIC for more detailed instructions)

1. Check Reg Affairs tracker daily on the "In Flight" tab to see if any new BOR's have been processed.
2. For new BOR's, please follow the steps to enter in EPIC.
3. Notify the assigned AM that the BOR has been processed.
4. Email the AP to notify them that the BOR has been finalized and this account can now be deprecated.
5. Record this in Monday.com board tracking the BOR's.
6. Update BOR completion percentage in the Project Plan for the corresponding Block Transfer to include newly processed BOR's from that day.

If questions arise on this process or if problems occur, please contact the Project Manager for the corresponding Block Transfer for additional assistance.

AP/Platform List

Tuesday, May 16, 2023 8:38 AM

NAME	PLATFORM	WAVE DATE
1DS - Acrisure Digital Solutions, LLC (was AAS – Acrisure Advantage Services)	1DS	12/1/23
BAI – Bozzuto	1WC - Acrisure West (Filice)	11/6/23
BXA – BXA	1SW - Acrisure Southwest	4/7/25
MOR – Filice Moraga	1WC - Acrisure West (Filice)	11/6/23
PIH – Proco	1WC - Acrisure West	5/13/24
SAC – Filice Sacramento	1WC - Acrisure West (Filice)	11/6/23
SNJ – Filice San Jose	1WC - Acrisure West (Filice)	11/6/23
BAA - Bell-Anderson	1NW - Acrisure Northwest	2/5/24
IRG - Insurance Resource Group	1NW - Acrisure Northwest	2/5/24
SBS - Sound Benefits Services	1NW - Acrisure Northwest	2/5/24
ECH - Echelon	1SO - Acrisure South	4/15/24
CLI - Carlisle	1SO - Acrisure South	4/15/24
VIB - Vantreo	1WC - Acrisure West	11/6/23
GCH - GCH Insurance Group	1SE - Acrisure Southeast	5/6/24
BRI - Bria Insurance & Risk Consultants	1SO - Acrisure South	4/15/24
FIR - Frates Insurance & Risk Management	1SO - Acrisure South	4/15/24
ATP - Acrisure Texas Partners	1SO - Acrisure South	10/9/23
Acrisure Texas Risk Advisors	1SO - Acrisure South	10/9/23
LAR - Laris Insurance Agency	1SO - Acrisure South	4/15/24
GDP - GDP Advisors	1SO - Acrisure South	4/15/24

Platform List

1SO - Acrisure South
1NY - Acrisure New York
1NJ - Acrisure New Jersey
1WC - Acrisure West
1SW - Acrisure Southwest
1NW - Acrisure Northwest
1SE - Acrisure Southeast
1GL - Acrisure Great Lakes
1MA - Acrisure Mid Atlantic
1MW - Acrisure Midwest
1NE - Acrisure New England
1DS - Acrisure Digital Solutions

Lines of Coverages

Tuesday, May 16, 2023 8:41 AM

- Medical
- Dental
- Vision
- Life AD&D (Accidental Death & Dismemberment)
- Cancer
- FSA (Flexible Spending Account)
- HSA (Health Savings Account)
- HRA (Health Reimbursement Account)
- LTD (Long Term Disability)
- STD (Short Term Disability)
- Hospital Indemnity

All these lines of coverage can be benefits that our clients (groups) may offer their employees

Waiting Periods

Tuesday, May 16, 2023 8:40 AM

FOMF (first of the month following) 30 days, 60 days, 90 days, FOMF or coinciding with, FOMF DOH

Commonly Used Abbreviations

Tuesday, May 16, 2023 8:41 AM

Abbreviation	Description
AAS	Acrisure Advantage Services
ADS	Acrisure Digital Solutions
AMS	Agency Management System
AOR	Agent of Record
AP	Acrisure Partner
ATNE	Average total # of employees
BDE	Bulk Data Extract
BKB	Brokerage Builder
BOB	Book of Business
BOR	Broker of Record
CRM	Customer Relationship Management system
COBRA	Consolidated Omnibus Budget Reconciliation Act
Comm	Commissions
DOA	Dead on Arrival
DOH	Date of Hire
EE	Employee
ER	Employer
FOMF	First of the Month Following
FSA	Flexible Spending Account
GA	GA = General Agent (Agency); Examples are Suvaun, etc.)
HRA	Health Reimbursement Account
HSA	Health Spending Account
KPI	Key Performance Indicator(s)
LOC	Line of Coverage (ie Medical, Dental, Vision, Life, etc)
MBR	Monthly Business Review
POP	Premium Only Plan
PR/BR	Producer Payable / Broker Payable (Pertaining to Commissions)
RA	Reg Affairs (Regulatory Affairs)
REA	Regional Enterprise Admin
RFP	Request for Proposal
ROI	Return on Investments
SLA	Service Level Agreement
TAT	Turn Around Time
TBD	To Be Determined

TPA	Third Party Administrator
UAT	User Acceptance Testing

Plan Funding Types

Wednesday, May 31, 2023 8:19 AM

Fully-insured (ACA)

The Employer purchases insurance from an insurance company, and it takes the risk of liability

- This plan is typically the most expensive type
- **Risk Level**: Removes the risk from the employee and employer and puts it on the insurance carrier
- **Premium Calculation**:
  - Premiums for fully-insured plans are determined by adding anticipated claims cost, administrative fees, applicable taxes and stop-loss coverage.
    - Small group (less than 50 employees) premiums are "community rated." All groups with fewer than 50 employees in the same geographic area pay the same premium.
    - Mid-size group (50 to 100 employees) premiums are based on several factors, including age of employees and dependents, type of coverage offered, previous claims data, etc.
    - Large group (100+ employees) premiums are also based on claims history, size of the group, age of employees, number of dependents covered, etc.
  - At renewal, if the carrier determines that medical costs are exceeding the premiums collected, you will see an increase in premium.
    - Small group increases are based on the "pooled risk" of all individuals enrolled in the same plan. That means there is no consideration of the health of a group. While your group may be healthy with very few claims, another group may be much sicker and contributing to the increase in claims disproportionately. None of that matters, however, and all groups will be charged the same increase.
    - Mid-size group increases also consider the pooled risk but will take into consideration the group's overall health. If your group is healthy and has what the carrier determines to be average or below average use of the plan, you could see more stable rates with limited increases.
    - Large group increases consider pooled risk as well as the cost of claims for your group. The carrier will evaluate all health and prescription drug claims, pointing out high dollar claims and the overall cost of your plan. Some groups with below average use may receive decreases in premium while groups with high dollar claims will see increases.

Self-Funded

The Employer sets aside some of their own money to mitigate risk

- This plan offers a higher chance of savings
- The employer determines the premiums based on an analysis of their company
- **Risk Level:** Puts most of the risk on the employer
- **Premium Calculation**:
  - The monthly premiums are based on multiple factors with the anticipation of covering all the plan's needs (administration, claims and stop loss coverage)
  - Technically this plan doesn't "renew" every 12 months, but it is evaluated to make sure expectations are being met and costs are adjusted as needed.
    - Factors Evaluated:
      - Claims
        - If you have had an increase in claims costs, premiums will need to increase. If you saw a decrease in claims costs, premiums may be adjusted. However, it is important to continue to build a reserve to cover unexpected expenses.
      - Provider Network
        - The plan contracts with a provider network each year to offer employees access to providers. You will need to evaluate whether the current network is sufficient. If changes are made, premiums may be affected.
      - Stoploss Coverage
        - The employer will examine claims from the previous 12 months to determine if the stop loss amount must be increased. At the same time, rates will be set by the carrier to cover unexpected losses and allow for changes in your employee population.

Level-Funded

The company makes set payments to an insurance company or third-party per month, which creates a reserve fund for liabilities that arise. At the end of the contract, the company may be refunded surplus payments.

- Combines the fully-insured and self-funded plans
- Works best for small groups made of healthy individuals
- Not available in every state due to stop-loss regulations
- **Risk Level**: The employer will not have the financial risk at the end of the plan year, but may or may not receive a credit.
- Premium Calculation:
  - The plans use a census of employees to create a cost projection and determine a flat monthly cost for the coverage.

        - Includes claims allowance, a fee paid to the TPA or commercial insurer, and stop-loss coverage
    - At renewal:
        - If the group has fewer claims than expected, an excess claims allowance may be refunded to the group or used as a credit for the following year's policy. Therefore, the group might have a lower monthly rate for the next year.
        - If the group performs as expected, with claims in line with the estimated amount, their rate for the next year may be similar or have a minimal increase for inflation.
        - However, if the group experiences more claims than estimated, there will be increases — sometimes significant ones — in the premium for the next year. If claims remain high or a group's demographics suggest increased risk for high claims, it may be advantageous for a group to switch back to a fully-insured plan.

Info from: https://www.blueridgeriskpartners.com/blog/eb-types-of-health-plans

Team Roster

Tuesday, May 16, 2023 8:43 AM

Total Headcount: 43 (as of 4/18/25 excluding Mgmt & Bethany)

Business & Systems Integration Team

- Charity Schweiger - PT
  - Business Implementation Analyst (1/23/2023)
- Ashley Hirschmann - ET
  - Sr. Systems Implementation Analyst (3/13/2023)
- Taylor Montgomery - MT
  - Business Implementations Team Lead (5/15/2023)
- Jordyn Merchant - ET
  - Business Implementation Analyst (6/5/2023)
- Katie Jones - ET
  - Sr. Systems Implementation Analyst (9/5/2023)
- Noelle Cardiel - ET
  Associate Implementation Analyst (11/6/2023)
- Beck Berkley - ET
  - Business Implementation Analyst (11/13/2023)
- Casey Wakeford - ET
  - Business Implementation Analyst (4/1/2024)
- Theo Chillis - ET
  - Business Implementation Analyst (8/5/2024)

Team Leads

- TBD **- AST1**
- Jason Naville - **AST2**
- Makayla Megalo **- AC Team Lead**

Account Managers

AST1 *Name/Hire date*

- Antonio Islas - 12/2021
- Maritza Aguilar - 7/2022
- Dorothy Anibarro - 8/2022
- Victoria Pimentel - 9/2022
- Paul Blackwood - 2/2024 - Interim AST1 Team Lead
- Eric Burkhart - 9/2024

AST2 *Name/Hire date*

- Joshua Lira - 5/2023
- Lynn Bos (From Bell Anderson) - 7/2023
- Renee Ferguson (From GCH) - 7/2023
- Shannon Baptiste (From Echelon) - 7/2023
- Amy Downer - 1/2024
- Karen Nicholson - 1/2024
- Stephanie Kyhl - 1/2024
- Rae Carter - 2/2024 (1SE AM)
- Christy DeRienzis - 2/2024
- Karina Donaldson - 3/2024
- Teena Applegate - 4/15/2024 (AK transfer - 1NW AM)
- Justin Levesque - 4/29/24
- Charlotte Warren - 4/29/24 (1NE AM)
- Meagan Corlew - 5/13/24
- Paula Marsh - 6/2024
- Renee Sandretto - 7/2023 (promoted to AM 6/2024)
- Scott Esparza - 3/2024 (promoted to AM 6/2024 - 1NW AM)
- Jessica Desanti - 7/29/24 (1NE AM)
- Heather Costa - 4/21/25 (1SE AM)

Account Coordinators

- Victoria (Tori) Amezcua - 4/2022
- Nikki Funatsu - 1/2022

Team Roster Spreadsheet
ADS_EB_Sales_Service_Business Integration.xlsx

Backups

Jordyn	Noelle
Charity	
Ashley	Katie
Taylor	Beck
	Casey

Company Information

Name: Acrisure Digital Solutions, LLC
FEIN: 92-1273756
NPN: 20561239
Address:
955 Yard St.
#225
Grandview Heights, OH 43212

- Shari Atteberry (From Bell Anderson) - 7/2023
- Aimee Long - 4/15/2024
- Nathan Knecht - 6/24/2024
- Myka Barrett - 9/30/2024

Other

- Christa Tracey - CSR - 7/2023

Managers

- Mike Feldman
  - Program Manager
  - Oversees the Onboarding Team
- Jodie Ladd
  - Chief of Staff, Digital Info
  - Mike's Boss
- Erik Bristow
  - Executive of Development Services
  - Brian's Boss
- Brian Lelio
  - VP of Client Development Services
  - Oversees the AM's, AE's and Service Team
- Bethany Lueb
  - Operations Manager

Regulatory Affairs

Handles our block transfers for us

- Ezekiel Popoola
- Max Elve
- Leeah Grunwell (Team Lead)

EB EPIC Data Team

- Rachel Landry
- Rachel Key
- Jennifer Dibert
- Mike Vollmer
- Emily Olson

Accounting Team

AcctACR@acrisure.com (Send all Acctg. emails to this address)

- Tyler Frye-Financial Report Support
- Josh Smart-Day to Day Operations manager
- Sandra Cordova-DB Reconciliation
- Cathy Dutkiewicz-Producer/Broker Reconciliation and payment

Policy Line Types

Tuesday, September 12, 2023 11:19 AM

Policy Types_Active and Inactive_Updated 4-14-25.xlsx

Policy Status Codes

Monday, November 20, 2023 8:45 AM

Policy Status Tra...

Policy Status: Codes, Descriptions, & Explanations

Code	Description*	Explanation
NEW	New	New Business/Policy
BOR	New – BOR	**DO NOT USE!!!** Not applicable to Benefits.
REN	Renewal	Renewed policy with same carrier
REW	Renewal – Rewrite	Rewritten policy with new carrier at renewal
NRN	Non-Renewed (New)	Policy did not renew at end of policy period – prior status was NEW
NRR	Non-Renewed (Renewal)	Policy did not renew at end of policy period – prior status was REN
CNW	Cancelled (New)	Policy cancelled – prior status was NEW
CRN	Cancelled (Renewal)	Policy cancelled – prior status was REN
CRW	Cancelled (Rewritten)	**DO NOT USE!!!** Not applicable to Benefits.
ZER	Created in Error	Used for clean up. For policy that were added in error or were entered incorrectly.
ZIN	Info Only	**DO NOT USE!!!** Not applicable to Benefits.

* Description = Current Status (Prior Status)

Terminology Definitions

Monday, April 22, 2024 10:35 AM

Term	Definition
Ancillary Products	Anything EB related, outside of Medical coverage . Example: Dental, Vision, Life, Accident, etc.
Book Roll	Moving a book of business from one Agent/Producer/Agency/Broker to another • Think of the action of rolling your 401k over from one vendor to the other – all details are transferring hands
Dead on Arrival	This can happen across numerous cases: • If the client decides one of the following during the BOR process: ○ Cancels their policy with AP ○ Decides to stay with AP and not move to Acrisure ○ BOR their policy to another agency/broker • If the client had an active account but no active policies within the AMS during data migration
Off-Cycle	Partial or smaller file coming from an AP or numerous APs at a time. This will apply when we're not obtaining their full Book of Business.
Platform Block Transfer	Full file coming from a platform to be migrated to Acrisure. Example: South, Northeast, Southwest, etc.
Preferred Carriers	Ancillary carriers that have gone through the ADS RFP process and have agreed to meet certain standards we requested. Link to Folder in OneDrive. • ADS AM's are required to quote these carriers for all ancillary projects, and need special permission to write ancillary products elsewhere.