

Direct Billing Administration Summary of Services

Implementation Services	 Kick-Off Meeting Assigned Implementation Team Weekly Status Calls Business Requirements Documentation System Configuration and Testing System User Training
Participant Communications	 Benefit Concepts Announcement Letter Introductory Letter New Direct Billing Letter Reminder Letter Cancellation Letters Annual Enrollment Letter Premium Change Letter
Administrative Services	 Collection of Premiums Accounting for Premium Payments Participant Refunds Reinstatement Annual Enrollment Processing Carrier Payments Carrier Audits System User Training
Reporting	Eligibility Reporting to CarriersDirect Billing Reporting to Client
Web Portal	 Participant Self-service Portal Manager Self-service Portal
Benefit Concepts Customer Service	 Call Center Hours 8:30 AM to 9:30 PM (M-F) Eastern Time Interactive Voice Response 24/7 Email Support