



## Benefit Administration Summary of Services

<b>Implementation Services</b>	<ul style="list-style-type: none"> <li>• Kick-Off Meeting</li> <li>• Assigned Implementation Team</li> <li>• Weekly Status Calls</li> <li>• Business Requirements Documentation</li> <li>• System Configuration and Testing</li> <li>• Load Demographic Information</li> <li>• Incoming/Outgoing File Development</li> <li>• System User Training</li> </ul>
<b>Participant Communications</b>	<ul style="list-style-type: none"> <li>• Enrollment Communications</li> <li>• Enrollment Worksheets</li> <li>• Confirmation Statements</li> </ul>
<b>Administrative Services</b>	<ul style="list-style-type: none"> <li>• Enrollment Processing</li> <li>• Termination Processing</li> <li>• Enrollment Communications</li> <li>• Carrier Premium Billing</li> <li>• Annual Enrollment Processing</li> <li>• Evidence of Insurability Processing</li> <li>• Dependent Verification</li> <li>• Online Beneficiary Designation</li> <li>• Carrier Eligibility File Audits</li> <li>• System User Training</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>• Eligibility Reporting to Carriers</li> <li>• Enrollment and Demographic Reporting</li> <li>• Ad Hoc Reporting Tool</li> </ul>
<b>Web Portal</b>	<ul style="list-style-type: none"> <li>• Participant Self-service Portal               <ul style="list-style-type: none"> <li>○ Benefit Enrollment</li> <li>○ Dependent Management</li> <li>○ Beneficiary Designation</li> <li>○ Historical Benefits Data</li> </ul> </li> <li>• Manager Self-service Portal</li> </ul>
<b>Benefit Concepts Customer Service</b>	<ul style="list-style-type: none"> <li>• Call Center Hours 8:30 AM to 9:30 PM (M-F) Eastern Time</li> <li>• Interactive Voice Response 24/7</li> <li>• Email Support</li> </ul>