Retiree 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 Retiree 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 Carriers - Retiree Billing Reporting to Clients
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