

Benefit Administration Summary of Services

Implementation Services	 Kick-Off Meeting Assigned Implementation Team Weekly Status Calls Business Requirements Documentation System Configuration and Testing Load Demographic Information Incoming/Outgoing File Development System User Training
Participant Communications	 Enrollment Communications Enrollment Worksheets Confirmation Statements
Administrative Services	 Enrollment Processing Termination Processing Enrollment Communications Carrier Premium Billing Annual Enrollment Processing Evidence of Insurability Processing Dependent Verification Online Beneficiary Designation Carrier Eligibility File Audits System User Training
Reporting	 Eligibility Reporting to Carriers Enrollment and Demographic Reporting Ad Hoc Reporting Tool
Web Portal	 Participant Self-service Portal Benefit Enrollment Dependent Management Beneficiary Designation Historical Benefits Data 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