



## Retiree Billing 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>• System User Training</li></ul>
<b>Participant Communications</b>	<ul style="list-style-type: none"><li>• Benefit Concepts Announcement Letter</li><li>• Introductory Letter</li><li>• New Retiree Billing Letter</li><li>• Reminder Letter</li><li>• Cancellation Letters</li><li>• Annual Enrollment Letter</li><li>• Premium Change Letter</li></ul>
<b>Administrative Services</b>	<ul style="list-style-type: none"><li>• Collection of Premiums</li><li>• Accounting for Premium Payments</li><li>• Participant Refunds</li><li>• Reinstatement</li><li>• Annual Enrollment Processing</li><li>• Carrier Payments</li><li>• Carrier Audits</li><li>• System User Training</li></ul>
<b>Reporting</b>	<ul style="list-style-type: none"><li>• Eligibility Reporting to Carriers</li><li>• Retiree Billing Reporting to Clients</li></ul>
<b>Web Portal</b>	<ul style="list-style-type: none"><li>• Participant Self-service Portal</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>