

BENEFITS ADMINISTRATION OUTSOURCING ENHANCED PROGRAM EFFICIENCIES

Benefits administration is more challenging than ever. Changes within the insurance industry are difficult to understand and act upon. Benefit processes are time-consuming and program costs can rise when an employer lacks the resources to adequately administer the plan. Healthcare Reform adds an additional layer of complexity and risk to already cumbersome processes, and compliance errors expose an organization and its officials to significant fines and penalties.

Regain Control of Your Benefits Administration

Corporate Synergies improves benefit program efficiencies with unmatched administration support services combined with robust compliance risk mitigation and employee advocacy. Our services reduce program costs by helping your staff achieve greater efficiencies and control over day-to-day and annual processes. We also promote plan participant insurance consumerism with one-on-one human support, self-service web-based tools, and open enrollment and ongoing education.

We assume responsibility for benefits administration activities on your behalf. This includes management of our proprietary benefits administration technology, and/or management of best-of-breed marketplace options. Our internal experts deliver day-to-day and annual administration tactical support. Compliance risk mitigation and personal employee advocacy include standard and optional services by Corporate Synergies.



500

The number of **hours saved annually** by a client who utilized Corporate Synergies' benefits administration outsourcing services.



A new client who had managed their program manually failed to provide government-mandated COBRA notifications, which would have triggered a \$110 per-employee, per-day fine. **Corporate Synergies remedied the issue, mitigating a potential daily penalty of**

\$77,000

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A Look Inside Our Benefits Administration Outsourcing Services

Benefits Enrollment Support

Corporate Synergies-provided services that improve system integration and process control:

- Open enrollment, new hire and life event enrollment capabilities
- Records documentation and audit trail
- Integrated insurance carrier and payroll files for accurate and timely enrollment/payroll deductions
- *Optional Services:* COBRA administration, billing reconciliation, FSA/HSA administration, dependent audits

Ongoing Benefits Administration

- Review and upload employee demographic data
- Open enrollment, new hire and life event processing support
- Telephonic enrollment support
- Password resets
- Enrollment material fulfillment and distribution
- Employee documentation collection and verification of life events and dependent eligibility
- Management of overage dependents
- Assist with evidence of insurability (EOI) process and communication to employees
- Review and address carrier error reports directly with vendors

System Maintenance, Reporting and Training

- Requirement gathering, system updates and testing for plan design, benefits and rate changes
- Process management of programming and testing of carrier and vendor files
- Maintain benefit site content to include posting of plan documents; creating and updating custom text; and adding carrier website links
- Custom report creation
- Premium billing and self-bill reports
- Maintain audit trail and provide detailed activity reports
- Deliver online training to maximize system features

Value-added Services Included with Our Core Brokerage and Consulting Capabilities

Compliance Services

- Compliance assessment and gap analysis
- Review of benefit plan documents
- Development of plan document, Summary Plan Descriptions (SPD) and Summary of Material Modifications (SMM) documents
- HIPAA and COBRA compliance support
- Delinquent Filer Voluntary Compliance Program

Employee Advocacy

- Inquiry response and claims issue resolution through our internal BenefitsVIP support center
- Plan utilization guidance
- Care provider research
- Healthcare coaching
- NurseVIP care coordination, clinical support and advocacy for sick and injured plan participants

Synergies360SM

Corporate Synergies takes a full view of the insurance landscape, studies it from every angle, pursues innovation where none exists, and transforms this deeper understanding into actionable strategies to protect our clients and their participants. We call our approach Synergies360.



For more information
visit corpsyn.com or call
877.426.7779