Benefits Administration | In-House



| ELIGIBILITY AND OPEN ENROLLMENT | CARRIER AND PLAN MANAGEMENT | EMPLOYEE COMMUNICATION | REPORTING AND COMPLIANCE | PAYROLL ADMINISTRATION | SERVICE DELIVERY |
|--|--|--|---|---|--|
| Eligibility determination | Plan design | Provide plan comparison tools | Produce scheduled reports | Process benefit deduction changes | Designated benefits specialist who |
| ew hire open enrollment processing | Rate negotiations | Produce election confirmations | Provide management reports and | Calculate employee and employer in-house benefits cost of coverage | serves as an extension of your in-house benefits team |
| Employee, family status and demographic change events | Plan fiduciary responsibility | Provide notification to employees of opportunities to enroll Produce enrollment materials, guides and communications campaign | ad hoc reporting assistance | | Provide benefits operating procedure to streamline benefits processing |
| | Project manage open enrollment | | Auto-populate information and IRS codes onto Forms 1094-C and 1095-C for ACA reporting Provide best practice guidance for utilizing technology to support ACA compliance | Calculate chargebacks | |
| Administrative events | Send electronic data interface (EDI) enrollments to carriers where supported | | | Calculate imputed income for life insurance and domestic partner coverage | Supply online employee and manag self-service tools including access to benefits information |
| Identification of COBRA notices | | Case management for employee interactions | | | |
| Maintain election and dependent/beneficiary data | | | | Benefits direct billing for retirees or employees on leave without pay | Respond to employee, manager and practitioner inquiries |
| | Make premium payments to carrier | English and Spanish support and | Produce Form 5500 | | |
| Collect PCP data | Process evidence of Insurability | language line for employees | Non-discrimination testing | | Run scheduled processes |
| Process dependent changes due to qualified life event changes | Process emergency enrollments | Warm transfer to other vendors or carriers | Maintain Section 125 compliance | | Monitor scheduled processes |
| Track student/disabled status | Maintain HR data | Guide employees to plan materials | Maintain HIPAA compliance | | for completion |
| | Receive and resolve connection | | | | Update benefits configuration as required |
| Process Qualified Medical Child Support Orders and domestic partner affidavits | discrepancy and error reports | Respond to inquiries about benefit plan offerings, enrollments and online navigations | Produce SOC 1 and Medicare Part D reports | | Periodic system enhancements |
| | Identify and resolve discrepancies identified between carrier invoices | | | | - Should system chinancements |
| Calculate Medicare eligibility | and benefits solution | | | | |
| | Prepare consolidated vendor invoice | | | | |

Task key

Managed by client

Managed by ADP



Benefits Administration | ADP Comprehensive Benefits



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CARRIER AND PLAN MANAGEMENT

EMPLOYEE COMMUNICATION

REPORTING AND COMPLIANCE

PAYROLL ADMINISTRATION

SERVICE DELIVERY

Eligibility determination

New hire open enrollment processing

Employee, family status and demographic change events

Administrative events

Identification of COBRA notices

Maintain election and dependent/beneficiary data

Collect PCP data

Process dependent changes due to qualified life event changes

Track student/disabled status

Process Qualified Medical Child Support Orders and domestic partner affidavits

Calculate Medicare eligibility

Plan design

Rate negotiations

Plan fiduciary responsibility

Project manage open enrollment

Send electronic data interface (EDI) enrollments to carriers where supported

Make premium payments to carrier

Process evidence of Insurability

Process emergency enrollments

Maintain HR data

Receive and resolve connection discrepancy and error reports

Identify and resolve discrepancies identified between carrier invoices and benefits solution

Prepare consolidated vendor invoice

Provide plan comparison tools

Produce election confirmations

Provide notification to employees of opportunities to enroll

Produce enrollment materials, guides and communications campaign

Case management for employee interactions

English and Spanish support and language line for employees

Warm transfer to other vendors or carriers

Guide employees to plan materials

Respond to inquiries about benefit plan offerings, enrollments and online navigations

Produce scheduled reports

Provide management reports and ad hoc reporting assistance

Auto-populate information and IRS codes onto Forms 1094-C and 1095-C for ACA reporting

Provide best practice guidance for utilizing technology to support ACA compliance

Produce Form 5500

Non-discrimination testing

Maintain Section 125 compliance

Maintain HIPAA compliance

Produce SOC 1 and Medicare Part D reports Process benefit deduction changes

Calculate employee and employer cost of coverage

Calculate chargebacks

Calculate imputed income for life insurance and domestic partner coverage

Benefits direct billing for retirees or employees on leave without pay Designated benefits specialist who serves as an extension of your in-house benefits team

Provide benefits operating procedures to streamline benefits processing

Supply online employee and manager self-service tools including access to benefits information

Respond to employee, manager and practitioner inquiries

Run scheduled processes

Monitor scheduled processes for completion

Update benefits configuration as required

Periodic system enhancements

Task key

Managed by client

Managed by ADP

