



A United Group Programs, Inc. Brand

## Our Administrative Services Can Help:

- Reduce benefit and HR costs
- Improve and streamline benefit administration
- Improve employee satisfaction
- Provide answers to benefit regulation questions

### Communication & Fulfillment Operations

- Development, Printing, Sorting and Assembly of Communication & Correspondence Materials
- Shipping of Fulfillment Materials
- Develop an Electronic Notification System for Benefit Communications

### COBRA Administration

- Provide COBRA Notices of Eligibility & Costs, Including General Notices
- Receive, Handle and Process COBRA Elections
- Track COBRA Coverage Periods
- Collect Participant Payment & Remittance to Insurance Carriers
- Answer Questions From Qualified Beneficiaries

### Telephonic Service Center

- In-House Toll Free Service Center for Benefit Questions, Walkthroughs, Provider Location Assistance and Problem/Issue Resolution

### Patient Advocacy Service

- Assist with Provider Related Questions and Issues
- Explanation of Benefits and Coverage
- Assist with High Dollar Claims Negotiation

### HIPAA Compliance & Government Regulation

- Provide HIPAA notices when appropriate
- Assist with Benefit Plan Compliance

### Flexible Spending (FSA) Account Administration – Section 125

- Plan Setup
- Payroll Deduction Setup
- Provide Communication and Enrollment Materials
- Monthly Non-Discrimination Testing
- Claim Forms and Claim Submittal Process

### HSA / HRA Administration

- Enrollment and Eligibility Management
- Automated Communications and Reporting
- Account Funding
- Convenient 24x7 Self Service

### Additional Services

- **Family Caregiving** - resources and referrals for dependent care related services, in addition to emergency backup child care and elder care and more.
- **Convenience Services** - assistance in locating household and daily living resources, including pet care services, home repairs, travel planning and event scheduling and more.
- **Financial Services** - Up to 30-minutes financial consultation with a Certified Financial Planner or CPA per issue.
- **Legal Services** - Up to 30-minutes consultation per issue with an attorney at and 25% discount of fees if you decide to retain an attorney.
- **Discounted Products and Services** – save on purchases at over 30,000 merchants nationwide. Discounts on movie tickets, hotels, airfare, and more.