



## Managed Services Offering

### Managed Benefits Scope

- Dedicated Benefit Services Team that includes a Managed Benefits Specialist and a Benefits Auditing Analyst.
- Benefit Support Services that include management of enrollment and eligibility with carriers, review of carrier weekly EDI reports, liaison with isolved benefits services for COBRA integration and support, auditing and reconciliation of Benefits payroll deductions to carrier invoices, isolved benefits technology support for open enrollment, new hire enrollments, and life event enrollments processing (if applicable), and overall general support for benefits (questions, resolution, technology support).
  - Employee Benefit Election Approvals can be included in the Benefit Support Services.

### Carrier Management of Enrollment and Eligibility

- Transactional processing of employee enrollments, changes, and terminations.
  - Via electronic EDI feed with carrier (additional fees will apply)
  - Weekly file discrepancy reports will be reviewed and worked through the Managed Benefits Team.
  - If carrier is self-billed, the Benefits Auditing Analyst will provide self-billed calculations to carrier monthly, client must initiate ACH direct debit payment.

### Auditing/Reconciliation

- Monthly auditing and reconciliation of payroll deductions to carrier invoices, ensuring proper premiums for each covered participant.
- Audit results communicated monthly from Managed Services Specialist to client. Client will make any necessary changes to employee record in isolved.
- Client must always pay carriers directly.

### Annual Benefit Plan Renewal and Maintenance

- Collaborating with the client and/or broker, the Managed Benefits Specialist will configure the system for annual open enrollment, including open enrollment periods and wizards.
- COBRA rates will update automatically through synch process; one point of entry when client uses COBRA through isolved Benefit Services.
- System evaluation tools are used to notify isolved benefits services of COBRA Qualified Events. The Managed Benefits Specialist will maintain monthly.

## Assumptions/Requirements/Options for Managed Benefits

- Client must utilize the isolated Benefits Module.
  - Employee Benefit Election Approvals can be included in the Benefit Support Services as long as client approves renewal rates and eligibility rules in advance of each plan year renewal.
- If client does not utilize the enrollment wizards for open enrollment, life events, or new hire elections, client is responsible for making manual changes to the employee benefit plans records.
- Client agrees that carrier enrollment and eligibility is managed via weekly EDI carrier feeds/ files (additional fees apply).
- Client agrees that should carrier change at future renewals, an implementation fee for the new carrier file is required.
- Client agrees to provide carrier portal access to download invoices and/or manually make changes within carrier portal (when needed for urgent eligibility).
- For auditing/reconciliation services, client agrees to a payroll deduction frequency of the following options: Monthly, Semi-monthly, First and Second Pay, First, Second, Third, Fourth Pay.
- Support of 401(k) plans is not included.
- Client agrees to use isolated Benefits Services as COBRA vendor. Although isolated Managed Benefits includes certain COBRA transactions and support, client agrees to review COBRA participant reports and paid through dates, notifying Managed Benefits Specialist when to remove or add a participant from coverage with carrier.
- Client is also responsible for reviewing and identifying AEI's and subsidy tax credits as related to ARPA (American Rescue Plan Act).
- If Client is also an ACA client, separate ACA forms filing fees will still apply.