

## ▶ Health and Group Benefits Administration

Overseeing the day-to-day administration of health and group benefits can be a time-consuming job for HR leaders who already have too much on their plate. That's where the Findley Davies | BPS&M Health and Group Benefits practice team can help. Our deep experience and technology solutions allow our team to offer you flexible solutions at a lower cost when it comes to health and group benefits administration and compliance. Our expert team is ready to assist you with the following services:

### Trust Interactions

The administration of health and group benefits comes with a heap of paperwork, especially as it relates to tracking payments and reimbursements. Our team can provide direction on how to pay back the vendor or collect on a reimbursement. Our monthly roll-up report categorizes all the bills and payments that are due to your vendors.

### Reimbursement Accounts

In some cases, reimbursing employees who secure their own health insurance coverage is a more logical and affordable option. Our team can handle the paperwork that accompanies these accounts. From proof of coverage to enrollment forms, we will confirm that coverage and payments have been made by the participant, ensuring that making reimbursements to employees is a smooth and dependable process.

### Eligibility

When it comes to eligibility, consider our team the gatekeepers of all the data. We take the established plan rules and ensure that all employees are following the plan through independent audits, major life event reviews, etc. We want to make sure that you are not paying for ineligible participants.

### Data Maintenance

From address and phone number changes to major life events, our team can manage and update the data for all of your participants. Our internal review process will ensure the accuracy of the data on a regular basis.

### Ongoing and Dependent Audits

Life changes. But sometimes those changes are not reported to employers. Our team consistently conducts ongoing audits as well as dependent audits to ensure major life events such as births, deaths, and divorces are updated. The audit process includes sending out letters to allow employees to drop any ineligible dependents such as spouses or children who have aged out of the plan. We then collect all the necessary legal documents to prove eligibility for all participants listed on the plan.

### Onsite Consulting

Open enrollment can be a daunting process for your employees. Our team can personally meet with your participants and walk them through the benefit plan process, compare various plans and narrow down the best health benefit option.

### Case Management

In order to feel like a true extension of your HR team, we offers both call center and fulfillment support. Our 12-hour-per-day call center can receive calls and make outbound calls to guarantee seamless customer service. We utilize a case management tracking system that scans all health paperwork to ensure we can answer health and benefit questions from your employees.

### Benefits to your Organization

Whether you've lost your benefits person or continue to try to do more with less, our approach allows us to be a true extension of your HR team while offering the following benefits:

- Complement and supplement your current plans
- Manage participant data and reports
- Increase employee satisfaction
- Offer technological and customer service support
- Lower health and benefits administrative costs
- Mitigate compliance risk

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