

PROPOSAL PREPARED FOR

Retiree Billing Administration
& Compliance

Date



Prepared by

WHY TASC

It started with a desire to help a friend.

Total Administrative Services Corporation (TASC) was founded on a simple belief: regular people should be able to receive the same tax advantages as large corporations.

In the process, we brought simplicity to one of the most complicated systems in the world: the US tax code. The solution worked so well, we continued to invent products that transformed the lives of farmers and other entrepreneurs, their families, and their communities. And we're still in the life-changing business for employers of all sizes, in all markets, today.

After more than 40 years in the benefit administration industry, our conviction is stronger than ever. We've discovered a new way to remove complexity, a new way to help Americans pay less tax and invest more in their health and prosperity.

We are committed to understanding our clients' needs and ambitions and will configure a solution, whether they have one employee or one million. Because when Americans have more money to spend, when they invest in their health, when they have the tools to support their families, when they give back to their communities, when they save and grow, **we all benefit.**

3 in 5

employers say
managing benefits
is increasingly
complex ¹

TASC at a glance:

- » **72,000 clients** across the United States
- » **\$2.7 billion** in funds handled each year
- » **\$30 billion** saved in taxes by TASC clients and participants
- » **\$1.6 million** donated to charity by TASC and its employees in last year
- » **94% of clients** feel their customer service representative handled their call with courtesy and professionalism

¹ Guardian Workplace Benefits Study – 5th Annual; May 2018

NEW MyTASC

Our customers asked for it, and we delivered it!

New MyTASC is a single sign-on platform that combines our Continuation Services (COBRA) with our Universal Benefit Accounts (UBA) accounts. This *smart solution* offers an “endless aisle” option to meet your evolving business needs. Not only does it provide ease to the employer, but it is also employee centric. It allows the employee to respond to and manage diverse needs of the workforce at any life stage and throughout all phases of the employment life cycle.

With TASC New MyTASC, Employers Can Now...

1. Build a Benefit Plan to Meet Your Unique Needs:	Have the flexibility to customize benefit offerings that meets unique and evolving workforce needs.
2. Remove Complexity:	Make it easy to reap maximum tax savings and navigate benefit rules and regulations.
3. Save Time and Money	Manage all benefits with one card, one website, one app – an all-access pass to maximize efficiency and value.



Single Sign-On with Access to Everything. Your UBA benefit plan and continuation accounts within one experience means no more toggling between systems!



Better, More Responsive Service. Integration of all systems makes service requests easier and allows those requests to funnel into one customer service flow. Making administration straight-forward and response times more palatable.



Participants Pay *Their* Way. Participants can use TASC Card or any other major credit/debit card for premium payments, set up auto-pay or choose to print and send coupons with check via mail - and they can do it "on the go" through the app!



Integrated Web-based & Mobile Participant Experience. All accounts are accessible in ways that work for the participant.



Industry-Leading Security. 24-hour back-up and 30-day back-up storage from ransomware; Role-based and Biometric security across all offerings.

TASC RETIREE BILLING OVERVIEW

As baby boomers age, the number of retirees will double, or perhaps even triple, by 2020. This influx of new retirees -- coupled with rapidly rising healthcare costs -- could challenge, or even thwart, your efforts to provide benefits for them. Companies that offer retiree benefits are looking for ways to reduce their costs while maintaining their healthcare commitment to their retired employees. It is a delicate balancing act for employers and requires a unique and innovative approach. *TASC Retiree Billing is just that!*

HOW IT WORKS

TASC Retiree Billing is an administration service designed to complement your overall healthcare benefits strategy. We ensure accuracy and timeliness and lower costs by handling retiree enrollment and eligibility. Our service bills the retirees for their medical, Medicare supplement, life, dental and/or vision premiums and pays the premiums to the respective carriers, effectively reducing the demand on your Human Resources staff and improving your bottom line.

ADMINISTRATION SERVICES

As a Client of TASC, you receive a comprehensive menu of administration services and tools designed to simplify the administrative process, reduce your workload, and help increase customer satisfaction.

Employer Services Include:

- ✓ Plan Implementation and Enrollment
 - Client Administration Manual
 - Review current Retiree Policies
 - Obtain current Retiree Information
 - Carrier Coordination (Standard and Custom Levels)
 - Communication to current Retirees
- ✓ Complete Plan Management
 - Premium Billing and Collection
 - Premium Remittance
 - New Retiree Enrollment
 - Plan, Carrier and/or Coverage Changes
 - Changes to coverage when Retiree and/or Dependent becomes Medicare eligible
 - Employer Reporting (available online 24/7)
- ✓ Retiree assistance - reducing the need for retirees to contact the employer
- ✓ Multiple methods available for collection of premiums
- ✓ Guaranteed privacy of personal health information (PHI)
- ✓ Client Communications:
 - *TASC Tracker* Client Blog for TASC news and service updates
 - *For Your Benefit* newsletter (bi-annual)

PLAN DESIGN OPTIONS

TASC Retiree Billing offers three levels of service depending on your needs, budget, and staffing.

(1) Premium Billing and Collection Service

- ✓ Review your retiree policies.
- ✓ Maintains accurate retiree information.
- ✓ Prepares and mails welcome letter to retirees.
- ✓ Produces and distributes payment coupons to each retiree.
- ✓ Offers electronic payment options.
- ✓ Provides Contact Center staff to handle routine retiree billing and eligibility questions.
- ✓ Provides a Client Administrative Manual.
- ✓ Provides a bi-annual newsletter to help keep you up-to-speed.
- ✓ Establishes and follows a Past Due Procedure for non-payment.

(2) Standard Carrier Coordination Service

- ✓ Provides all of the services offered with the Premium Billing and Collection Service.
- ✓ Sends enrollment, termination, address changes, payment, and other information electronically to your carrier via our file format.
- ✓ Distributes benefit confirmations to all retirees to confirm that we have captured their correct benefit enrollment.
- ✓ Furnishes monthly accounting statements to you, including enrollment data, revenues received, and expenses charged.
- ✓ Notifies retirees of any changes in premium rates in a timely manner.

(3) Custom Carrier Coordination Service

- ✓ Provides all of the services offered with the Premium Billing and Collection Service and the Standard Carrier Coordination Service.
- ✓ Sends enrollment, termination, address changes, payment and other information electronically to your health plan vendor. We will develop custom data integration files if necessary.

In addition, TASC offers these optional services (additional fees may apply):

- ✓ Prepare and distribute open enrollment materials with a benefits confirmation notice
- ✓ Administer open enrollment membership maintenance
- ✓ Produces and distributes retiree booklet with a listing of service providers

TASC RETIREE BILLING PRICING

Number of Retirees:	
Plan Start Date:	

- Premium Billing and Collection Service**
- Standard Carrier Integration Service**
- Custom Carrier Integration Service**

Set-Up Fee (one-time charge)	\$
Based on a single location.	
<i>Includes:</i>	
<input checked="" type="checkbox"/> Initial establishment of the plan on TASC Retiree Billing’s specialized software. <input checked="" type="checkbox"/> Delivery of Employer Enrollment Package containing all of the necessary forms and instructions. <input checked="" type="checkbox"/> Development of customized retiree election form. <input checked="" type="checkbox"/> Coordination with the employer and if necessary, with Insurance Carriers. <input checked="" type="checkbox"/> Toll-free Employer and Retiree support and consultation.	
Administration Fee (per Retiree, per month) – OR –	\$
Minimum Administration Fee (\$150 per month) -- whichever is greater	\$
Based on number of Retirees and the selected service above.	
Annual Renewal Fee (per year)	\$
Based on number of Retirees and the selected service above.	
Additional Service Options	
Mail Open Enrollment Materials.....Upon Bid Request	

TERMS

Set-up fee must be submitted with your completed service application.

GUARANTEES

The pricing presented in this proposal is guaranteed for 90 days.

Any and all information in this TASC proposal is confidential and can be used for the sole purpose of placing a client with TASC. Any disclosure of this information to any other third party is a breach of the TASC Provider Agreement(s) and will cause losses to TASC. TASC will immediately terminate any agreement with any person who discloses the information to an unauthorized third person and seek immediate reimbursement for any loss attributable to the disclosure.