



**Benefits Administration is one of the most time-consuming and labor intensive activities within your company's HR department. Secova's Benefits Administration services not only offload this overwhelming activity, it also helps companies reduce costs by streamlining the constant flow of data and dollars between your company, your employees, and your health & welfare vendors. Delivered through a combination of our experienced service teams and cutting edge underlying technology, we provide a single point of contact and accountability for all transactions between your company, your employees, and benefit carriers.**

The proper flow of data is not a trivial matter – it's fundamentally at the heart of every business. Our administration services target the interaction between HRIS & Payroll systems, Insurance carriers, third-party administrators, and Rx vendors to ensure that employee information and eligibility data is accurately going to the right place at the right time.

The Secova team essentially becomes an extension of your HR team – helping to manage everything from ongoing enrollment, life event changes, and eligibility data, to premium billing, program auditing, and employee escalation issues.

As benefit costs rise and resources become less available, companies in today's marketplace face a number of growing administrative challenges to provide quality benefits to employees. Secova can help you solve this challenge and provide the opportunity to re-deploy valuable corporate resources in areas that drive the bottom line.

**Benefits Administration includes:**

- Online Enrollment Services
- Eligibility Management
- Premium Billing & Reconciliation
- Vendor Management
- Direct Bill and Retiree Services
- COBRA Administration

## Online Enrollment Services

Enrollment in today's world has moved beyond being just an annual activity at open enrollment. As workforces evolve & turnover and employee's encounter life altering events the need to efficiently collect, manage, and message all of these changes has grown increasingly important. For companies looking to deploy employee self-service as a solution, Secova offers iElect<sup>TM</sup>, a fully hosted and maintained online enrollment tool that provides employees with a one-stop shop for making all of their benefit choices quickly and accurately.

### Online Enrollment Services include:

- Up-to-date online benefit information and links
- Online enrollments that are personalized and secure
- Accurate, clean data with efficient processing
- Accessibility anytime, anywhere
- Integration with existing HRIS & Payroll systems

## Eligibility Management

As workforces become more geographically disperse, eligibility rules become more precise, and changes become more common, the need to accurately manage eligibility data to ensure you are covering for the right members has become increasingly important. Secova maintains dedicated data interfaces with hundreds of benefits providers and systems, making it seamless to collect & provide them with the information they need, in the format they need.

### Eligibility Management includes:

- Electronic interfaces with vendors
- Eligibility verification
- Comprehensive life event processing
- Reconciliation and post-enrollment auditing

## Premium Billing & Reconciliation

For both fully insured and self funded companies with a need to manage multiple plans, vendors, rates and bills, Secova's Premium Billing & Reconciliation services help identify, document, and resolve data and premium issues that lead to lost dollars. Secova calculates, audits, and prepares monthly premium billing reports as an objective party on your behalf so you can accurately pay your bills.

### Premium Billing & Reconciliation includes:

- Automated and line-by-line reconciliation
- Discrepancy resolution
- Single-remittance billing
- Premium and funds transfer
- Periodic reconciliation and auditing

## Vendor Management

By leveraging Secova as a single point of contact for administration activities, your vendors can be identified, procured, and managed proactively instead of reactively allowing you to identify issues that are vendor specific but more importantly can be costing you money or driving down employee satisfaction.

### Vendor Management includes:

- Dedicated interfaces with carrier information systems
- Secure and flexible data exchange
- Reconciliation and auditing of post-enrollment data
- Vendor assessment and performance analysis

## Direct Bill and Retiree Services

Secova's direct bill and retiree services help you invoice, collect, and administer benefits that are billed individually. We can assist you with the preparation of monthly billing statements for your active participants, saving your staff the time and trouble of reconciling vendor billing invoices.

### Direct Bill and Retiree Services include:

- Participant enrollment
- Premium billing and collection
- Grace/reminder letters
- Premium remittance to employer
- Periodic status reports

## COBRA Administration

Secova's COBRA Administration service has been designed to fairly and accurately address the needs of both the potential continuant and the employer organization. We have extensive experience providing these services and currently monitor and manage over 500,000 eligible participants on behalf of our clients.

### COBRA Administration includes:

- Eligibility determination
- Auto generated notices
- Participant access to election information via web and HR Answer Center Coordinators
- Determination of premium to be billed
- Administration of passive annual enrollment

These points are just a glimpse of what Benefits Administration can provide in each of these areas. We understand that every company has unique needs, so we will work with you to identify the best program and vendors for your situation.

Our mission is to help employers control and drive down the cost of delivering Human Resources and Employee Benefit services.

For more information, please contact our sales team at 1.866.845.0403 or visit our website at [www.Secova.com](http://www.Secova.com).