

SUPERIOR SERVICE



With reduced staff and tighter budgets, we understand that your health plan administration needs extend far beyond eligibility, enrollment and billing. That's why VEBA works in partnership with your staff members to provide the support they need. Your staff can rely on our team members for knowledgeable customer service, implementation and open enrollment support, customized communications and ongoing training.

KNOWLEDGEABLE CUSTOMER SERVICE PROFESSIONALS

When you join VEBA, you can rely on knowledgeable and dedicated professionals who know your district inside and out. And, while we don't participate in the bargaining process, we're here to help everyone make educated decisions. Here's a description of the VEBA professionals you, your staff members and employees will be in touch with on a regular basis.

- **The VEBA District Liaison** is the go-to person for any support or information your staff members may need.
- **The VEBA Account Representative** will serve as the day-to-day contact who can answer staff member's questions about benefits, billing and everything in between.
- **The VEBA Advocacy Representative**, including a full-time registered nurse, will serve as a health care safety net for your employees and their families to help them get second opinions, resolve benefits issues or find ways to get more timely appointments.
- **The VEBA Ombudsman** will assist your district leadership by providing support at insurance committee meetings and present new rates each year.



For more information about how **VEBA is Making Health Care Better through Superior Service**, please contact John Stultz at 619-398-2825 or jstultz@mcgregorinc.com

"In addition to developing innovative products to help reduce the cost of health care, VEBA also provides an important safety net for our members. Their experienced and knowledgeable customer service representatives help our members navigate the complex health care system by answering their questions, helping them get second opinions and appointments and resolving benefits issues."

—Patrick Prezioso, Field Director,
California School Employees Association

“Having VEBA create specific communication materials for my employees during open enrollment and throughout the year has given me the extra time I need to process enrollment and handle all my other responsibilities. The materials are professional, informative and branded for my district.”

—Susan Thorne, Benefits Administrator,
San Diego County Office of Education

CUSTOMIZED COMMUNICATION SERVICES

To keep you and your employees up to date on everything that impacts health care benefits, we provide the following communication services and materials.

■ For Benefit Administrators

Our goal is to provide your staff with the information they need to be proactive in addressing employee questions. We do this in through the following publications:

Administrator Update

This email newsletter lets your staff know about any plan changes, carrier mailings to employees, new resources, training seminars and legislative requirements.

VEBA ALERT

This email blast tells your staff about breaking news.

■ For Associations

Our goal is to help association members understand the value of their benefits so they can use them effectively. We work with leadership to provide:

- Customized newsletters
- Customized surveys

■ For Employees

Our goal is to give employees the information they need to become engaged and empowered health care consumers, resulting in a healthier and more self-reliant employee population. We do this through customized electronic and print materials that include:

- Side-by-side benefit plan comparisons
- Customized newsletters
- Announcements
- Brochures
- VEBA benefit information seminars

IMPLEMENTATION AND OPEN ENROLLMENT SUPPORT

VEBA is prepared to do whatever you need to have a successful implementation and open enrollment. Our knowledgeable professionals will customize an approach for your district based on determining the most effective combination of your resources and ours.

■ Implementation Services

- Provide online enrollment
- Eligibility transfer
- Billing set up and review
- Eligibility audits

■ Open Enrollment Services

- Prepare and deliver presentations to your employees at open enrollment fairs
- Prepare any customized communication materials you need to help streamline the process
- Schedule carriers’ representatives to answer questions
- Provide free flu shots
- Conduct free biometric screenings

ONGOING TRAINING FOR YOUR STAFF

The more district staff members know and understand about benefits, the more effective our partnership can be. That’s why we meet regularly with our districts and provide education programs for district staff to learn about topics such as COBRA, Health Care Reform and Retiree Benefits.

