

STREAMLINED ADMINISTRATION



When it comes to effective health plan administration, we recognize that easy access to information is a top priority. That's why we have developed our proprietary administration system and password-protected district portals to help maximize efficiency. As a result, your district gets solutions that are customizable and easy-to-navigate for real-time access to information, reporting, eligibility, online enrollment, billing, COBRA and eligibility verification.

SIMPLIFIED BILLING

Our dedicated customer service representatives can structure your district's rates and invoices in a way that works best for your staff. Everything can be done online, eliminating the need for voluminous paper documents. However, if your staff prefers paper documentation, we will provide it, either alone or in addition to online versions.

The beauty of working with VEBA is that we bring everything into one transaction, your district's bill, contact and point of resolution. With our flexibility, your district can choose from the following options to create a billing structure that accommodates your current practices.

- Supercomposite or tiered rates (single, member and dependent, family)
- Tenthly or monthly billing
- Reconciliation by month or person
- Collection of carrier payments
- One invoice for all plans, including ancillaries
- Invoicing broken down by classes that matter to you (actives vs. retirees, bargaining unit)



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

"I love VEBA's ARES online enrollment tool! Bringing ARES to my district was one of the best decisions we made. It's extremely easy to use and gives me more time to focus on other aspects of my job."

—Ursula Salbato,
Human Resources Technician,
San Diego Community College

REAL-TIME ACCESS TO INFORMATION

When you join VEBA, your district will have its own portal for reports that can be run on demand. The portal provides real-time information to create the following reports:

District Census Reports: All of the information we hold in our systems including subscriber and dependent information can be run as separate reports. We can provide information in a tiered format, even if your district is supercomposite.

Eligibility Reports: This includes monthly qualifying retirees and aging-out dependents.

Other Ad Hoc Reports: Our IT team will work with your staff to run any additional reports they need.

Download Documents: Once you set up your district portal we will download any customized documents your district needs, including:

- Benefit Administrator Policies and Procedures Binder
- Customized Side By Side Benefits Comparison
- Summary of Benefits (SOBs) for all of your district plans
- Employee Newsletters

Employee Lookup

Select an Option: **Employee Lookup**

Provides real time general and benefit information on employees and dependents.

Using a wild card search, look up an employee based on SSN, name or VEBA employee pin.

Filter search results to include inactive employees.

Action Buttons

- Provides general benefit information on employees and dependents.
- Provides an overview version of enrollment data in PDF format.
- Provides an enrollment version of enrollment data in PDF format for the purpose of using.

Last Name	First Name	Date of Birth	Status	Active	Inactive	Action
Smith	John	03/15/1975	Active	Active	Active	100
Johnson	Mary	08/22/1980	Active	Active	Active	100
Williams	Robert	01/10/1965	Active	Active	Active	100
Davis	Emily	05/05/1990	Active	Active	Active	100
Miller	Michael	12/01/1978	Active	Active	Active	100
Wilson	Christina	09/18/1985	Active	Active	Active	100
Moore	David	07/03/1972	Active	Active	Active	100
Taylor	Michelle	04/28/1988	Active	Active	Active	100

EASY OPEN ENROLLMENT

While we can receive enrollment forms in the format your district prefers— paper, mail, fax or we can pick them up— we provide the choice to transform the labor-intensive task of administering health care benefits into an online process that makes collecting information from employees fast, easy and accurate. In addition, your staff members will have the peace of mind that through reduced data entry steps, you'll have a more efficient and secure system.

Request Status

A summary of the number of enrollment requests under each category: pending, approved, incomplete, and initiated.

Open Enrollment: August 1, 2011 - March 31, 2012

Open Enrollment	Count
Pending Approval	1
Approved	0
Incomplete	1
Initiated	24

Displays the number of employees who did not access the online enrollment tool at all during the open enrollment period. The count will change as additional members access the online tool. Note: The uninitiated count is available during an active open enrollment period only.

RELIABLE COBRA ADMINISTRATION

Helping you stay on top of COBRA requirements is just another way VEBA streamlines the administration process. We provide:

■ Annual COBRA Training

Each year, we hold a full-day training seminar for district staff members after which they receive a certificate of completion.

■ Self-service Web COBRA portal at no cost to you

We will train your staff on how to use this free service that:

- Helps your district meet legal requirements
- Provides general notice to all new-to-benefits employees
- Tracks every step involved in offering, invoicing and administering COBRA benefits to beneficiaries

■ Full-service COBRA administration

We will manage the full administration process at a discounted rate. Your staff just needs to let us know if there's a qualifying COBRA event (e.g. new hires, Medicare entitlement, divorce or death). Our services include:

- Addressing timeline requirements
- Distribution of mandated COBRA notices
- Distribution of open enrollment materials
- Billing employees directly
- Customer service

FLEXIBLE ELIGIBILITY VERIFICATION

An eligibility audit can save your district millions of dollars. Roughly 10% to 15% of dependents in health plans are ineligible to participate, yet because of oversight and/or fraud they continue to be counted as active enrollees. VEBA's eligibility verification service will help you verify that only eligible employees and their dependents are covered under your plan. Our flexible solutions help you to keep your benefits commitment to your employees, while reducing unneeded expenses.