

Employee Benefit Administration and Support Services



Benefit from Experience. Experience the Benefits.



Reaves Insurance Consultants Delivers

Quality ♦ Service ♦ Results

It *sounds* simple: *We do what we say*. But, in today's business world, it's not always accomplished.

At Reaves Insurance Consultants, when we make a promise, you can consider it done. Just ask our clients. We deliver on our promises. *We do what we say*.

What does that type of reliability mean to you? It means responsive service and satisfied employees. It means reaching your long term goals on time and on budget. It means planning for the future with confidence. And, often times, it means the difference between failure and success.

Reaves Insurance Consultants understands the power of a happy and appreciative work force. We know how important employee benefits are to each person at your company, and we are dedicated to providing the personalized service, benefits expertise and technological tools necessary to successfully deliver a quality benefit program to them—efficiently and cost-effectively.

When you work with Reaves Insurance Consultants, you will be satisfied. We promise.

"Reaves Insurance Consultants is truly a full service company . . . we didn't know we were lacking full service until we switched vendors and saw the difference!

Thank you!"

Global Staffing Firm & Contractor
The Woodlands, Texas

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We Deliver . . .

Quality Administration

For many years, Reaves Insurance Consultants has used a dynamic combination of customized service and hi-tech innovation to make it easy for companies to offer superior benefits to their employees. In fact, *employee benefit administration is all we do*. With Reaves Insurance Consultants as your partner, you gain direct access to highly experienced benefits professionals you can depend on for comprehensive benefit plan administration services.

Active Benefits

When you work with Reaves Insurance Consultants, you work with benefits experts who know how to keep your benefit program running smoothly and your employees satisfied. Here's a glimpse of the active employee benefit administration services and support Reaves Insurance Consultants offers:

- Initial Setup
 - Creation of Plan Rules
 - Development of Employee/Dependent Data Base
- Open Enrollment
- Ongoing Benefit Administration
 - New Hires
 - Job Status Changes
 - Family Status Changes
 - Terminated Employees
- Benefit History Maintenance
- Transaction Audit Trail
- Premium Billing
- Online/Real-Time Reporting
- Insurance Eligibility Processing
- Student Verification
- Call Support
- Administration Support
- HR/Manager Data Access

Reaves Insurance Consultants provides custom benefit administration and support services to a diverse array of clients ranging from small-sized businesses to Large Group companies.

Our clients continually reward us with tremendous customer loyalty. We are very proud of the strong, long-lasting client relationships we have established and maintained over the years.

Reimbursement Benefits

Tax-advantaged Flexible Spending Accounts (FSAs) and Health Reimbursement Arrangements (HRAs) are powerful tools that allow employers to cost-effectively improve their employee benefit package. However, implementing an FSA or HRA can be overwhelming due to complex administrative and legal requirements. Reaves Insurance Consultants eliminates that stumbling block by handling all aspects of FSA and HRA plan administration for you—accurately and efficiently. We provide complete, ongoing support, including:

- Plan Enrollment
- Paperless Online Claim Submission
- Daily Claim Review and Payment Processing
- Carrier Rollover Claims Processing
- Discrimination Testing

In addition, we have the ability to offer a convenient Prepaid Benefits Card option that simplifies the reimbursement process by allowing plan participants to use a “stored value” card instead of cash to pay for eligible health care expenses.

Continuation Benefits

COBRA Compliance and HIPAA Certification: Reaves Insurance Consultants provides you with immediate, reliable and cost-effective COBRA compliance and HIPAA certification services. We use an uncommon dedication to detail and precision to ensure that your benefit plans are always in compliance with applicable laws and regulations.

Texas State Continuation: In keeping with our comprehensive approach to benefit administration, Reaves Insurance Consultants takes care of all aspects of Texas State Continuation. When you have an employee who is continuing their health or other insurance coverage on a self-pay basis (but not under COBRA), you can count on Reaves Insurance Consultants to handle everything for you, including:

- Notification of eligibility to continue
- Enrollment
- Termination of Coverage

For added convenience, we can arrange for online payment options.

Quality Check

Reaves Insurance Consultants:

CBC Certified

*As part of our continuing effort to ensure quality for our clients, Reaves Insurance Consultants obtained certification as a **CBC (Certified Benefit Consultant)** compliant provider of benefit administration services. The Chartered Benefits Consultant (CBC) designation is one of the undisputed professional credentials for persons who are selling and servicing the group insurance, health insurance, retirement planning, and incentive compensation markets.*

The CBC designation signifies that an individual working in these fields has attained comprehensive knowledge of the following subject matter: HSA's, HDHP's, group medical plans, long-term care, executive compensation, and personnel management.

Total Benefit Administration

If you are searching for a total benefit administration solution, Reaves Insurance Consultants is the answer. From open enrollment and ongoing benefit administration to FSA administration and COBRA compliance, our team is ready to provide you with a complete package of services that can relieve your HR and benefits professionals of many profit-draining, time-consuming duties.

Through the use of proven administrative processes developed over the past two decades and user-friendly Web self-service technology, we can help you:

- Serve growing employee populations without increasing staff;
- Provide employees with an attractive benefits package featuring tremendous choice;
- Reduce the cost of processing;
- Improve the cycle time of key processes; and
- Improve information flow to and from managers and employees.

The Power of the Web

Our self-service web site and the various carrier web sites we have access to can save you time and money by streamlining the benefits process and reducing administrative activities. At the same time, it provides employees with increased selection, convenience and service.

With separate, feature-filled portals for both participants and managers, this dynamic technology provides employees and employers alike with around-the-clock access to their benefit information.

Employee Internet Portal: Allows participants to enroll for benefits, access and update benefit information, submit claims and make elections online. They can also access benefit forms and documents and other helpful information such as FAQs.

Manager Internet Portal: Enables managers to review and edit benefit and HR data, make changes as they occur, communicate easily with employees, monitor file transfers and review reports online. This portal is also used to control the content and services offered to benefit plan participants. In addition, the manager portal provides managers with the ability to design, view and print custom reports, all online, any time.

Our Carriers state-of-the-art software is designed, developed, tested and maintained by their in-house development and technology staff. Because of our one of a kind relationships, we can enhance and customize the software based on the specific needs of our clients and their participants.

Frequently Asked Questions

What is the difference between a HMO and a PPO?

An HMO (health maintenance organization) and a PPO (preferred provider organization) are both managed care organizations. An HMO shares financial and delivery risks relating to health care services with those who are enrolled in a healthcare plan in exchange for a fixed, prepaid fee. A PPO is a similar arrangement but the organization provides coverage for services through a preferred provider at a discounted rate. Services obtained by a provider who is not a preferred provider may be covered, but the rate may be substantially higher.

What is a Deductible?

A deductible is an amount of money that an insured person pays out-of-pocket before the insurance company becomes responsible for any benefit payments.

What is a HSA?

A HSA is a Health Savings Account. It is a tax-advantaged personal savings account used in conjunction with a high deductible health policy. Individuals or Employers can contribute money to this account on a pre-tax basis to set aside money for qualified medical care and expenses, including annual deductibles and co-payments.

What is individual out-of-pocket expense?

It's the maximum amount in covered charges you'll pay — per person, per calendar year. The amount is determined by adding your deductible and coinsurance together. For instance, if you have a \$1,000 deductible and 20% coinsurance of the next \$5,000, the most you'll pay is \$2,000.

What is COBRA?

COBRA, the Consolidated Omnibus Budget Reconciliation Act, was enacted in 1985. It mandated that most employers offer continuation group health care coverage to plan participants and certain family members for 18 or 36 months, at group rates, where coverage might otherwise end, such as with a voluntary or involuntary separation from employment, a reduction of hours worked, the death of an employee, or a divorce.

Who can answer other COBRA questions?

COBRA administration is shared by three federal agencies. The U.S. Department of Labor handles questions about notification rights under COBRA for private-sector employees. The Department of Health and Human Services handles questions relating to state and local government workers. The Internal Revenue Service, Department of the Treasury, has other COBRA jurisdiction.

What is HIPAA?

The Health Insurance Portability & Accountability Act of 1996. Title II includes a section, Administrative Simplification, requiring: 1. Improved efficiency in healthcare delivery by standardizing electronic data interchange and; 2. Protection of confidentiality and security of health data through setting and enforcing standards.

Reaves Insurance Consultants superior customer service platform provides personal and effective support that facilitates the benefits process and puts you at ease.

We Deliver . . .

Superior Service

In order to ensure personalized, professional and responsive service, we have a dedicated staff for each of our clients. **Your Reaves Insurance Consultants team will get to know your employees, your benefits plans and your corporate culture** so they will be able to provide customized benefit solutions that make sense for your company. Our team will also be your direct resource for rapid responses to any questions or requests.

Your Administration Team

Client Relationship Manager: Your Client Relationship manager oversees your account and is the primary person responsible for your satisfaction with our service.

- Provides regular communication through frequent face-to-face meetings and detailed reporting.
- Consults with you to uncover critical needs and to propose solutions.
- Manages timelines for project completion.

Senior Benefits Executive: This individual guides the workflow of your team.

- Handles administration of COBRA, reimbursement accounts and flexible benefit plans.
- Provides technical expertise regarding benefits administration issues/questions.
- Resolves complex issues pertaining to benefits administration.

“We are very satisfied with the support we receive from the Reaves Insurance Consultants team. They give immediate attention to issues that arise and bring any problem to a quick resolution. That allows our HR Department to spend more time focusing on other tasks at hand.”

Benefits Administrator: Another direct link to Reaves Insurance Consultants. A single point of contact that handles your day-to-day needs.

Sr. Benefits Administrator
Software Development Corporation

Customer Service Representatives: When one of your employees needs assistance, they may speak with one of our highly-trained Customer Service Representatives. The CSR will answer the employee’s questions and provide effective, immediate support that facilitates the benefits process and puts the employee at ease.

Whether we are working with a large corporation or a small company, our commitment always remains the same: professional service and client satisfaction.

We Deliver . . .

Results

When companies need benefits experts who can convert complex problems into workable solutions, they seek us out. That's because we've built a national reputation as a company that uses creativity and flexibility to handle the toughest employee benefit challenges. Here are a few Reaves Insurance Consultants success stories:

Client Profile: Large Group - International Software Developer.

Situation Snapshot: After learning that it's selected vendor could not deliver the required customized plan design and price, the company contacted Reaves Insurance Consultants about our Total Benefit Administration solution. With a short amount of time until the "Go Live Date," Reaves Insurance Consultants was selected as the new vendor.

Result: By open enrollment, the new plan designs were selected at an economical price.

Client Profile: Global Bio-Tech Corporation.

Situation Snapshot: This rapidly growing company needed a vendor to provide an efficient and economical benefits design as well as immediate customer services to help with administration and ongoing enrollment.

Result: Reaves Insurance Consultants created customized benefit options and implemented a service platform aligned with our Total Benefit Administration Solution.

Client Profile: Global Staffing Corporation.

Situation Snapshot: After previous disappointments with service issues, this company contacted Reaves Insurance Consultants to handle its ongoing enrollments, COBRA/HIPAA compliance, and administration.

Result: Reaves Insurance Consultants was selected and implemented a plan that met all client specifications and deadlines.

Client Profile: A Diversified Lumber and Supply Company.

Situation Snapshot: On a busy schedule, this large corporation chose to broaden its benefits offerings from a "Carveout" situation to a full blown benefits offering to the entire company; including various sub-corporations.

Result: The transition went flawlessly and all participants were now afforded the opportunity to carry health insurance coverage at an affordable cost with an excellent benefits design.

At Reaves Insurance Consultants, our mission is to simplify the complex world of employee benefit program administration and deliver the benefits people need efficiently and effectively. Please call us for a free consultation to learn how we can help you.

REAVES INSURANCE CONSULTANTS

A FULL SERVICE INSURANCE BROKERAGE FIRM

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