

Your Client Service Team

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Services Provided:

- ▶ Partners with client service team
 - ▶ Develops strategic plan
 - ▶ Analyzes carrier data and negotiates rates/fees
 - ▶ Analyzes clinical & financial data
 - ▶ Provides annual budget & funding rates
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- ▶ Executes service strategy between client & carriers
 - ▶ Consults and advises clients with benefit plan design and vendor options
 - ▶ Manages Carrier/Vendor implementation, renewal and contracts
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- ▶ Analyzes financial, clinical & utilization data
 - ▶ Underwriting analysis & projection
 - ▶ Develops funding projections, budget rates, & reserve requirements
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- ▶ Supports client & client service team
 - ▶ Marketing Coordination & Review
 - ▶ Supports annual renewal process
 - ▶ Employee communication & education
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- ▶ Manages day-to-day carrier customer service issues for employees
 - ▶ Employee claims resolution assistance