



## Employee Benefits Broker Scope of Service

An employer benefit package impacts a substantial part of your company’s budget. The relationship between an Employer Group and their Benefits Broker is crucial. We strive to provide the highest level of customer service and support, but ultimately, your insurance contract is with the carrier directly. The Shields Agency is here to help as much as possible - timely communication and clear expectation of responsibilities saves time, reduces spend and ensures compliance.

	<b>Benefits Broker Responsibilities</b>	<b>Employer Group Responsibilities</b>
<b>Initial Enrollment</b>	<ul style="list-style-type: none"> <li>● Provide initial consultation and recommendations based on the group’s needs</li> <li>● Provide necessary paperwork and facilitates the enrollment process with the carrier.</li> <li>● Provide carrier instructions for online portal and assist with administration setup.</li> </ul>	<ul style="list-style-type: none"> <li>● Create a Group Administrator account on the carrier portal.</li> <li>● Ensure accuracy of employees/dependent list and plan selections.</li> <li>● Ensure that the company is set up and operating within Federal IRS and Department of Labor compliance regulations.</li> <li>● Distribute compliance and benefit information to employees.</li> </ul>
<b>Group Maintenance</b>	<ul style="list-style-type: none"> <li>● Employer/Company Updates: Company Name, Ownership Changes, Address Changes</li> <li>● Provide support and instruction for Employee maintenance, such as new hires, life events (marriage, birth/adoption, address change) and employee terminations</li> <li>● Consult with employees regarding benefit usage and explanation of benefits</li> <li>● Assist with Claim Submission</li> </ul>	<ul style="list-style-type: none"> <li>● Add and terminate employees</li> <li>● Review monthly invoice and make timely premium payment</li> <li>● Monthly audit of employee list from monthly invoice</li> <li>● Update banking information</li> </ul>
<b>Renewal / Open Enrollment</b>	<ul style="list-style-type: none"> <li>● Review renewal rates and make recommendations: Renew or Shop.</li> </ul>	<ul style="list-style-type: none"> <li>● Audit renewal packet to confirm carrier employee list</li> <li>● Provide a current census of employees and dependents.</li> <li>● Assist in timely return of renewal/new enrollment paperwork as required by the carrier.</li> </ul>
<b>Plan Terminations</b>	<ul style="list-style-type: none"> <li>● Provide termination instructions per carrier guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>● Notify the carrier of Employer Group Plan termination.</li> </ul>