

BILLING SERVICES



Most employers are not set up to provide bills and collect money from individuals, but it's often a business requirement that leaves HR and finance teams struggling to manage.

Retirees paying for their share of insurance costs. Individuals on FMLA leave. Employees on a leave of absence that need to submit payments to maintain coverage. Surviving spouses. Whatever the business need, our flexible billing services are the perfect solution.

Comprehensive Services

We know that when employers choose to outsource a function, they want their chosen vendor to do as much of the work as possible. That's why we designed our billing services to be a complete solution that incorporates all of the day-to-day functions associated with billing for premiums.

- Our flexible billing processes are driven by the employer's business rules. We work with the employer during implementation to establish the account structure and business rules necessary to ensure accurate billing, collection, and remittance processes, including late payment and termination policies.
- By carefully applying the employer's payment and eligibility rules, we help ensure that only eligible individuals remain covered under the employer's plans. This saves the organization money by eliminating ineligible claims, and it helps satisfy the employer's obligations to its insurance carriers (for fully funded plans).
- We provide detailed accounting and eligibility reports so employers are always informed and up-to-date. Eligibility updates to carriers are also available.
- Rate and plan changes are communicated to billing participants at no charge. Comprehensive open enrollment services are available as an optional service.
- Our friendly customer service team handles all inquiries from billing participants, including assisting with urgent eligibility issues.



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Why Choose UnifyHR?

Our management team has more than 100 years of combined COBRA and billing services experience and includes the co-founders of one of the largest and most successful COBRA and Billing Services administration vendors.

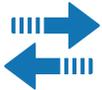
We're committed to helping employers manage complex and time-consuming employee benefits programs, and we've designed our products to offer services that truly make a difference:



Dedicated, Responsive Account Management. Every UnifyHR client is supported by a small group of US-based client service team members which is lead by the employer's designated account manager. This approach ensures you're always able to talk to someone who is familiar with your company and your unique needs. No long hold times. No unreturned calls. Just accurate, responsive support you can trust.



Flexible Services Built Using the Latest Technology. We created our proprietary system using the latest technology and taking full advantage of cloud-based services. This frees us from the constraints of legacy systems built on out-of-date technology or inflexible third-party software used by other administrators. This freedom allows us to accommodate complex business rules and provide advanced reporting capabilities and unique service features that other administrators can't match.



Easy Data Transfer Processes. We know many employers prefer to send electronic files to communicate COBRA activity, so easy transfer processes are a must. We built a nimble EDI "engine" that allows us to aggregate data from multiple sources and map that data to our file layout – that means you don't have to program to our file specs.

Built-in Flexibility

We know that every employer is different, and that means no two billing scenarios are the same. When developing our system, we focused on ensuring we can accommodate a wide range of "start and stop" billing policies, as well as multiple methods and sources of severance. This flexibility allows us to meet even the most complicated billing requirements.

We apply this flexibility when establishing an employer's business rules in our system. These business rules drive our billing processes, ensuring accurate billing that reduces participant confusion and frustration. Our payment reminder notices are easy to understand and clearly outline all billing details, including any severance amounts.

Contact Us Today

No matter how complicated an employer's billing requirements, we're confident that we can accommodate the requirements and provide outstanding services to the employer's participants.

If you're an employer that needs help billing for premiums, we're the perfect choice. **Contact us to get started.**



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