# Benefits Administration | In-House

| ELIGIBILITY AND OPEN ENROLLMENT | CARRIER AND PLAN MANAGEMENT | EMPLOYEE COMMUNICATION | REPORTING AND COMPLIANCE | PAYROLL ADMINISTRATION | SERVICE DELIVERY |
|---|---|---|---|---|---|
| Eligibility determination | Plan design | Provide plan comparison tools | Produce scheduled reports | Process benefit deduction changes | Designated benefits specialist who serves as an extension of your in-house benefits team |
| New hire open enrollment processing | Rate negotiations | Produce election confirmations | Provide management reports and ad hoc reporting assistance | Calculate employee and employer cost of coverage | Provide benefits operating procedures to streamline benefits processing |
| Employee, family status and demographic change events | Plan fiduciary responsibility | Provide notification to employees of opportunities to enroll | Auto-populate information and IRS codes onto Forms 1094-C and 1095-C for ACA reporting | Calculate chargebacks | Supply online employee and manager self-service tools including access to benefits information |
| Administrative events | Project manage open enrollment | Produce enrollment materials, guides and communications campaign | Provide best practice guidance for utilizing technology to support ACA compliance | Calculate imputed income for life insurance and domestic partner coverage | Respond to employee, manager and practitioner inquiries |
| Identification of COBRA notices | Send electronic data interface (EDI) enrollments to carriers where supported | Case management for employee interactions | Produce Form 5500 | Benefits direct billing for retirees or employees on leave without pay | Run scheduled processes |
| Maintain election and dependent/beneficiary data | Make premium payments to carrier | English and Spanish support and language line for employees | Non-discrimination testing | | Monitor scheduled processes for completion |
| Collect PCP data | Process evidence of Insurability | Warm transfer to other vendors or carriers | Maintain Section 125 compliance | | Update benefits configuration as required |
| Process dependent changes due to qualified life event changes | Process emergency enrollments | Guide employees to plan materials | Maintain HIPAA compliance | | Periodic system enhancements |
| Track student/disabled status | Maintain HR data | Respond to inquiries about benefit plan offerings, enrollments and online navigations | Produce SOC 1 and Medicare Part D reports | | |
| Process Qualified Medical Child Support Orders and domestic partner affidavits | Receive and resolve connection discrepancy and error reports | | | | |
| Calculate Medicare eligibility | Identify and resolve discrepancies identified between carrier invoices and benefits solution | | | | |
| | Prepare consolidated vendor invoice | | | | |

**Task key**

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| Managed by client |
| Managed by ADP |

# Benefits Administration | ADP Comprehensive Benefits

| ELIGIBILITY AND OPEN ENROLLMENT | CARRIER AND PLAN MANAGEMENT | EMPLOYEE COMMUNICATION | REPORTING AND COMPLIANCE | PAYROLL ADMINISTRATION | SERVICE DELIVERY |
|---|---|---|---|---|---|
| Eligibility determination | Plan design | Provide plan comparison tools | Produce scheduled reports | Process benefit deduction changes | Designated benefits specialist who serves as an extension of your in-house benefits team |
| New hire open enrollment processing | Rate negotiations | Produce election confirmations | Provide management reports and ad hoc reporting assistance | Calculate employee and employer cost of coverage | Provide benefits operating procedures to streamline benefits processing |
| Employee, family status and demographic change events | Plan fiduciary responsibility | Provide notification to employees of opportunities to enroll | Auto-populate information and IRS codes onto Forms 1094-C and 1095-C for ACA reporting | Calculate chargebacks | Supply online employee and manager self-service tools including access to benefits information |
| Administrative events | Project manage open enrollment | Produce enrollment materials, guides and communications campaign | Provide best practice guidance for utilizing technology to support ACA compliance | Calculate imputed income for life insurance and domestic partner coverage | Respond to employee, manager and practitioner inquiries |
| Identification of COBRA notices | Send electronic data interface (EDI) enrollments to carriers where supported | Case management for employee interactions | Produce Form 5500 | Benefits direct billing for retirees or employees on leave without pay | Run scheduled processes |
| Maintain election and dependent/beneficiary data | Make premium payments to carrier | English and Spanish support and language line for employees | Non-discrimination testing | | Monitor scheduled processes for completion |
| Collect PCP data | Process evidence of Insurability | Warm transfer to other vendors or carriers | Maintain Section 125 compliance | | Update benefits configuration as required |
| Process dependent changes due to qualified life event changes | Process emergency enrollments | Guide employees to plan materials | Maintain HIPAA compliance | | Periodic system enhancements |
| Track student/disabled status | Maintain HR data | Respond to inquiries about benefit plan offerings, enrollments and online navigations | Produce SOC 1 and Medicare Part D reports | | |
| Process Qualified Medical Child Support Orders and domestic partner affidavits | Receive and resolve connection discrepancy and error reports | | | | |
| Calculate Medicare eligibility | Identify and resolve discrepancies identified between carrier invoices and benefits solution | | | | |
| | Prepare consolidated vendor invoice | | | | |

**Task key**

| Managed by client |
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| Managed by ADP |

ADP