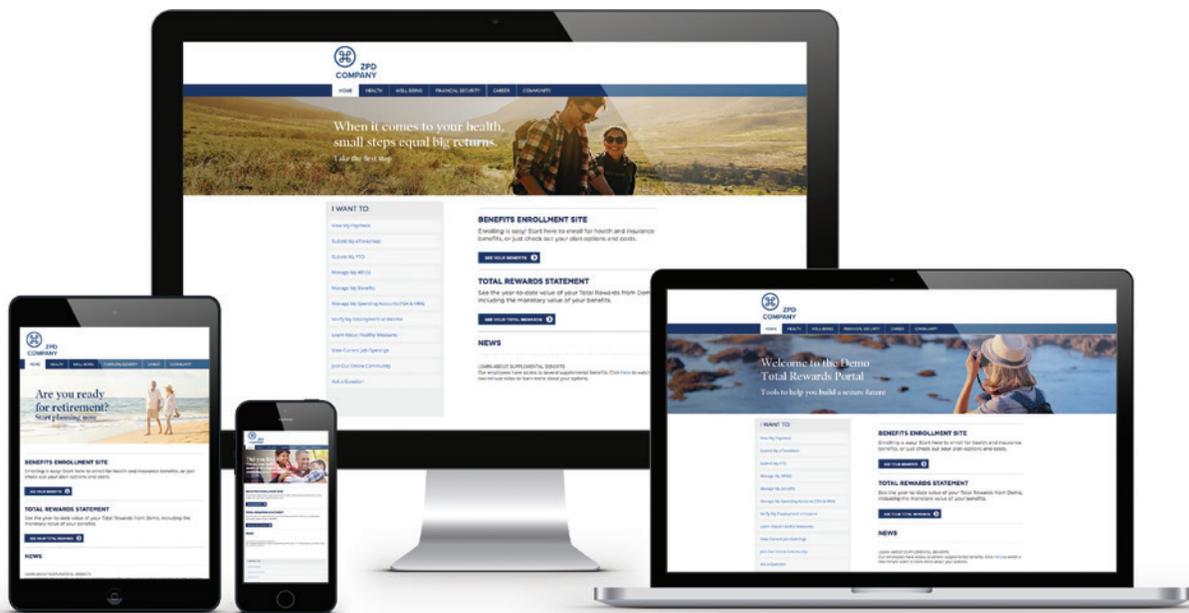


# Health and Welfare Administration

Our accuracy, flexibility and superior experience set us apart.

Milliman offers state-of-the-art benefit administration services through our customizable *MyBenefitChoice* platform. We developed *MyBenefitChoice* as a result of existing clients looking for a solution to meet their unique needs. As such, our service model is different. It was built from a deep understanding of the challenges faced by our clients and with the objective to provide flexible solutions, such as plan-specific eligibility requirements and benefit offerings. In other words, Milliman H&W Administration does not try to pigeonhole your benefits into our platform. We pair this with a client-centric service model for the best overall experience for you and your employees.



- **Customized to your culture, your benefits, your needs.** One size does not fit all. That's why we tailor our service model to meet your unique requirements.
- **Accessible 24/7 via smart phone, tablet or computer.** This empowers employees to manage their elections and quickly access information and carriers anytime, anywhere.
- **Highly responsive service.** Our experienced consultants serve as an extension of your HR team.
- **Personal live support.** Our fully staffed call center is available for enrollment and eligibility questions.
- **Flexible with role-based access.** Our system supports any number of benefit plans and employee groups, and allows employees to see only the plans that apply to them.
- **Fully outsourced administration to ease HR's workload.** We make benefits administration easy for you and your employees, no matter the complexity of your benefits.
- **Custom benefits communication.** We create Open Enrollment communication that supports your brand and is fully customized for your unique culture and plans.

Put the power of Milliman's flexible H&W administration solution and expert consulting to work for you.

# Superior Participant Experience

Our platform and custom communication engage participants in your benefits and make enrollment simple.

- Employees choose how to enroll — a step-by-step or pick-and-choose approach
- Plan comparison tool incorporates plan design and costs to help employees make informed choices
- Self-service technology allows employees to enroll, add life events and upload supporting documents
- Live call center provides support via phone, chat or email
- Site includes year-round education and can include targeted communication via email and text
- Custom communication supports your brand and engages your participants

# Robust HR Support

Milliman supports your HR team by handling all the administrative tasks, as well as providing you with real-time, ad-hoc reporting and online access. Our goal is to remove the administrative burden from your team so you can focus on benefits strategy and other key HR functions.

- Knowledgeable, accessible benefits consultants
- Rules-driven database eliminates data entry errors
- Programmed to comply with complex welfare plan guarantee issue rules
- Carrier billing module supports retroactivity for accurate billing
- Access to all enrollment data through a comprehensive HR portal
- Flexible custom report building for unique reporting requirements
- Universally accessible document repository

## Comprehensive Administration Services

- Mobile-optimized online portal
- Enrollment/life event support for actives and retirees
- Benefits information and decision tools
- Enrollment communication and engagement
- Fully staffed call center
- ACA reporting
- Online total rewards statements
- Comprehensive HR portal

## For more information

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## About Milliman

Milliman is a recognized leader and trusted advisor among employers and employees. By leveraging Milliman's benefits expertise, technology and administrative capabilities, you can easily automate your health and welfare plans and increase your benefits ROI by decreasing your need to train and maintain in-house resources. Milliman is among the world's largest providers of benefits-related products and services. The firm has consulting practices in healthcare, property & casualty insurance, life insurance and financial services, and employee benefits. Founded in 1947, Milliman is an independent firm with offices in major cities around the globe.