

# Customer Service and Compliance

## Benefits Resources and Support – Dedicated Account Manger

- SelectSource is your complete source for unparalleled benefits subject-matter expertise. We provide a single point of contact for all of your benefits carriers and accounts, interfacing with your employees and carriers for you. Your dedicated representative will provide authoritative information, best practices, trends and model policies to relieve all of your benefits concerns. We are SSAE 16 certified, validating that all of our processes are on par with the best in the industry.

## Employee Call Center

- Our call center is available directly to your employees for help with enrollment, life events and other benefits questions. This one reliable source for all of their plans provides the information they need, when they need it – resulting in better benefits decisions. We record all calls to maintain an exemplary service record.
- **On Site Training and Unlimited Support**

# Compliance

- SelectSource is committed to monitoring and maintaining our clients' compliance with HIPAA, PHI, the Affordable Care Act and state underwriting regulations.
- The platform's powerful ACA StatusTracker™ technology also allows employers to configure their own measurement, stability, and administrative periods, track overlapping new hire and ongoing employee statuses, and then apply that eligibility status directly to the employee's record within the same technology.
- We fulfill the following healthcare reform mandates as a standard service for all of our clients:
  - W-2 Reporting
  - Summaries of Benefits and Coverage
  - Defined Contribution
  - Full-Time Status Measurement and Reporting
  - Exchange Notifications
  - Government-Required Coverage Reporting

