

Client Centric Platform.

Reduced Administrative Fees. Reporting Capabilities.

Integrated with your COBRA solution.

What else can you ask for?

WageWorks provides you an integrated Direct Billing platform that allows you to realize the benefits of having us administer to your population. We complete an in-depth implementation to configure our product offering to fit your unique needs.

### The WageWorks Advantage

- ▶ **Integrated with Your COBRA Product**
- ▶ **Full Service Offering** - including call center, account manager, billing coupons /statements.
- ▶ **Online Access** - for both employer and employee.
- ▶ **Direct Billing Expertise and Compliance** - WageWorks provides a "one stop" service for all aspects of Direct Billing administration; from implementation to ongoing operations, including employer and participant customer service.
- ▶ **Technology Capabilities** - A single integrated website supports all programs.  
For employers, a single user name and password provide access to user friendly Direct Bill reports and the ability to update records through the web interface (e.g. upload Direct Bill participants).  
From the website, Direct Bill participants can make payments, view their paid-through information and re-print coupons for premium payments as needed.
- ▶ **Dedicated Customer Service Model** - WageWorks' dedicated COBRA/Direct Billing support center and management teams are partnership-focused and responsive. "High-touch" customer service is provided through WageWorks' COBRA/Direct Bill-specific call center with multi-language support. Participants speak with live representatives who are empowered to provide prompt responses to urgent issues, rather than participants having to navigate complicated IVR systems.
- ▶ **Customization** - Your company may have unique Direct Billing administrative requirements in regards to severance, leave of absence and eligibility reporting. The WageWorks' implementation team is trained to evaluate your program needs and propose innovative solutions, while maintaining compliance guidelines.
- ▶ **Compelling Financial Value** - WageWorks handles all the challenging aspects of Direct Billing administration; from day-to-day details to keeping abreast of regulatory and legislative changes. Not only does this free-up your benefits staff to focus on more important issues, but your organization also avoids the potential costs associated with non-compliance. Our commitment to accurate and timely processing of all notifications will help prevent inadvertent extension of coverage, reducing the overall cost of claims.

### Among Our Clients

- ▶ 24% of the "Fortune 500 Largest U.S. Companies"
- ▶ 37% of the "Fortune 100 Largest US Companies"
- ▶ 37% of *Working Women Magazine's* "100 Best Places to Work"

### Direct Bill Services

- ▶ Leave of Absence (LOA)
- ▶ Long Term Disability
- ▶ Short Term Disability
- ▶ Missed Deductions
- ▶ Retiree
- ▶ Other

Contact Us 1-866-602-3887



# WageWorks' Direct Bill Solution: Selected Features and Capabilities

FEATURE	CAPABILITY	EMPLOYER BENEFIT	EMPLOYEE BENEFIT
<b>Integrated COBRA and Direct Billing Website</b>	<ul style="list-style-type: none"> <li>▶ Integrated reporting capabilities</li> <li>▶ Ability to enter new participants online</li> </ul>	<ul style="list-style-type: none"> <li>▶ 24/7 access to participant and employer related information</li> <li>▶ Ability to make necessary changes to participant data</li> </ul>	<ul style="list-style-type: none"> <li>▶ 24/7 access to participant data</li> <li>▶ Ability to make online payments</li> <li>▶ Ability to print coupons</li> </ul>
<b>Direct Billing Customer Service</b>	<ul style="list-style-type: none"> <li>▶ Direct Billing Call Center</li> <li>▶ Available Mon-Fri 8 a.m. – 8 p.m. EST</li> </ul>	<ul style="list-style-type: none"> <li>▶ Reduced administration burden</li> <li>▶ Increased participant satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>▶ Clear explanation of benefits</li> <li>▶ Enrollment assistance</li> <li>▶ Issue resolution</li> </ul>
<b>Client Services</b>	<ul style="list-style-type: none"> <li>▶ Dedicated Account Manager(s)</li> <li>▶ Toll-Free Client Services Hotline</li> </ul>	<ul style="list-style-type: none"> <li>▶ Rapid response to employer needs</li> <li>▶ Quantitative and qualitative insight into plan performance</li> </ul>	<ul style="list-style-type: none"> <li>▶ Informed plan administrator</li> </ul>
<b>COBRA Operations</b>	<ul style="list-style-type: none"> <li>▶ Dedicated COBRA/Direct Billing Operations Staff</li> <li>▶ Subject Matter Experts in DOL Rules and Regulations</li> </ul>	<ul style="list-style-type: none"> <li>▶ Minimize participant issues and error resolution</li> <li>▶ Qualified, dedicated staff supporting your participants</li> </ul>	<ul style="list-style-type: none"> <li>▶ Issue resolution</li> <li>▶ Quality assurance</li> </ul>

## About WageWorks, Inc.

By more effectively driving participation in consumer-directed tax-advantaged benefits programs, WageWorks can better align employees' needs with corporate benefits strategies. We lower the cost of living for more than a million families. We help with wellness, child and elder care and commuting expenses all through benefits like FSAs and HSAs. We also provide Retiree Health Care and COBRA Services.