Benefits BULLETIN
FEBRUARY 2024

INFINITY
BENEFIT SOLUTIONS

PABST PROFESSIONAL CENTER

BENEFIT ADMINISTRATION SOFTWARE

A Message from Michelle Batcher
Account Manager

Benefit Administration Systems play a vital role in securing and delivering the rightful benefits to the workforce. This is why Infinity Benefit Solutions, Inc. would like to partner with you in 2024 to implement our preferred Benefit Administration System, Flock.

Features of Flock:
- **New Hires & Onboarding**
  - Delight new employees with a consistent onboarding experience, providing an easy way to update profiles, set tasks, and quickly enroll in benefits.
- **Benefits Administration**
  - Benefits advisors can configure plans specific to your needs while providing eligible employees the ability to view plans and make life event updates.
- **ACA Compliance**
  - Auto-populate and file ACA 1094/1095 forms. Stay up to date with ever-changing compliance requirements with robust analytics and reporting.
- **Team Management**
  - Build an active workplace with broadcast messaging, polls, time-off, anniversary announcements, and birthday reminders.
- **Payroll Integration**
  - Simplifies the data transfer between the two.
- **24/7 Support**
  - Offers 24/7 customer support and will have employees reach out directly to internal support to escalate issues.

To learn more about implementing our preferred Benefit Administration System, Flock, contact your Account Manager to learn more.

INDUSTRY NEWS

Four High Deductible Health Plan Mistakes to Avoid

Employers Avoid Cost-Shifting, Focus on Reducing Employee Outlays: Study

Did you miss last month's Benefits Bulletin?

Benefits BULLETIN
JANUARY 2024

Most-Asked Questions From 2023

A Message from Kristen Knittel
Client Services Manager

Client Services offers support to administrators with enrollments, terminations, and eligibility changes while also guiding members on everything from understanding plans to managing claims. As we head into the New Year, let's review our most-asked client questions from 2023.

1. Where can I find my ID card?
Every carrier has an online member portal. Through this portal, members can access their account, print ID cards, and view their detailed benefits information.

2. Is my provider considered in-network?
Visit the carrier's website to utilize their provider search tool – you can filter and sort the results based on your preferences including if the provider is in-network, the location of the provider, if the provider is accepting new patients, and the specialty of the provider.

3. What is an EOB?
EOB stands for explanation of benefits. It is a statement from the carrier providing a description of a covered individual's claim. It details what medical treatments and/or services were paid for by the carrier and what the patient is required to pay.

To learn more about how we can help, contact Client Services via phone at (414)815-1660 or email at clientservices@infinitybenefitsolutions.biz.

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THE JANUARY ISSUE

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