

Participant Services InfoSheet

We understand that continuation coverage, retiree administration and monthly invoicing to On Leave employees can be a source of confusion and stress. For these reasons, we provide you and your employees the tools and resources to have these populations managed properly.

The comprehensive approach followed by Baker Tilly Vantagen is designed to assist you with the administrative duties associated with the COBRA, retiree and on leave employee groups to ensure timely, accurate services.

All Service Highlights:

- > Direct monthly invoicing to participants eliminates “gray areas” when it comes to payment responsibilities and process
- > Online account access for the employer and participants
- > Electronic payment options (credit card, direct debit)
- > Toll-free employee and HR support
- > Specialized participant-level communications including initial notices, annual enrollment notices, and notifications for terminations and/or changes in coverage

Additional COBRA Highlights:

- > Full COBRA administration outsourcing for all transactions on all products
- > Multiple employer data exchange options, including direct web entry

Additional Retiree Highlights:

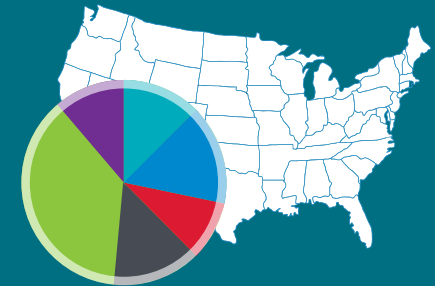
- > Payment coordination with pension providers
- > Client premium reconciliation

Additional On-leave Direct Billing Highlights:

- > Multiple employer data exchange options, including direct web entry
- > Eligibility management in accordance with LOA rules and client policies
- > Client reconciliation of collected costs

Who We Serve

Baker Tilly Vantagen shares the benefits delivery experience with employers maintaining U.S. operations in all states, as well as Canada and Puerto Rico. The industries these employers represent are diverse: Healthcare, Financial, Retail, Technology, Professional, and Manufacturing.



Who To Contact



Nicole Olszyk
Manager, Participant Services
O: 570.319.3780
nicole.olszyk@bakertilly.com



Kimberly Duffy-Wylam
President, Managing Partner
O: 570.319.3701
kim.wylam@bakertilly.com



Pennsylvania Office 1200 Abington Executive Park | Clarks Summit, PA 18411
P: 570.586.0480 | F: 866.406.6946

New York Office The Empire State Building | 350 Fifth Avenue, 68th Floor New York, NY 10118
P: 646.375.3829 | F: 888.264.9617