



NORTH RISK
PARTNERS®

Service Agreement

Employee Benefits

Badger Independent School District #676

Effective Date: February 7th, 2022

Herein are services included in our package based on servicing fees of \$22 per covered employee per month. Extended services for additional fees are also listed. This document serves as a prompt for service discussions. Once finalized and signed, the document will serve as a formal agreement of services to be delivered by North Risk Partners.

Enrollment Strategy & Employee Education

- Evaluate communication strategies and determine best-fit approach in the short and long term to enhance employee understanding of benefit offerings. This may include but is not limited to:
 - Open enrollment annual meetings
 - Use of enrollment platform and or enrollment guide
 - Ongoing communication and education on wellness, cost comparison tools, carrier information, etc.
- Implement enrollment approach and provide ongoing support.
- Assist with new hire ongoing benefits enrollment options and eligibility.

Ongoing Account Management

- Provide contact information and an outline of roles for all account management team members.
- Perform day-to-day service and act as a health insurance resource for Badger ISD #676.
- Advocate on behalf of Badger ISD #676 and its employees regarding any benefit issues, questions, enrollment, claims and ongoing education.
- Act as a liaison between Badger ISD #676 and health insurance providers and administrators.
- Provide ongoing support of the benefits administration platform, tools, and resources.
- As requested, develop ad hoc charts and materials used for educating and illustrating.

Mid-Year Review

- Analyze vendor, carrier, and product performance. Determine based on client needs which plans to take to market for the upcoming renewal.
- Discuss upcoming renewal and open enrollment timeline goals.
- Discuss renewal estimates based on year-to-date claims information for budget projections of future costs.
- Review funding options and alternatives where appropriate.
- Present any new industry best practices, new products or services, compliance, and legislative developments for consideration during the upcoming renewal (both).
- Prepare HITA bid specs and processes every two years.

Pre-Renewal Strategy

- Pre-renewal discussion with Badger ISD #676 to confirm market specifications (phone or in person if needed)
- Review HITA bids or off cycle bids and solicit alternative product/financial proposals from competitive markets for plans determined in the mid-year meeting.
- Review renewals or bids for accuracy, justification, and consistency with historical data.
- Meet with carrier representatives including sales/service, underwriting, claims, etc. to negotiate on Badger ISD #676's behalf the most competitive renewals possible.
- Evaluate qualifying proposals in detail comparing costs, plan designs, administration expenses, network coverage, access and discounts.

Renewal Delivery and Process

- Prepare and present a comprehensive and concise Renewal Executive Summary to Badger ISD #676's benefits team.
- Analyze claims experience (when available from carrier) and make recommendations.
- Make recommendations regarding any changes or carrier finalists based on in-depth analysis.
- Inventory current services for plans provided with Badger ISD #676 and negotiate with finalists for needed services.
- Provide detailed follow-up regarding any questions or timelines discussed and move forward with open enrollment strategy.
- Assist Badger ISD #676 with implementation of recommended programs, plan changes and any vendor/carrier changes.
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Ease Comprehensive Custom Site Build – (additional fees may apply)

- Data Migration
- Load plans, compensation structure, forms and resources
- Configure document library and upload compliance documents
- Onboarding setup: I-9, W-4, offer letters, Badger ISD #676 required documents for signature
- Open enrollment setup and status reporting
- Provide client training, open enrollment progress reports and ongoing support.

Training Center

Our unique solution assists companies in achieving employee training goals. Compared to traditional classroom-based instruction, online training reduces training costs, training time, improves trainee comprehension rates, and provides for consistent, enterprise-wide training content delivery. There are over 200 training courses in the areas of:

- Employee Safety (Back Safety, First Aid, Bloodborne Pathogens, etc.)
- Human Resources (Diversity, Customer Service Skills, Employee Coaching, etc.)
- Wellness (Weight Management, Fitness for Everyone, Healthy Habits, etc.)
- Environmental (Hazardous Waste, Lead Safety, Chemical Handling, Spills, etc.)

Wellness Consulting – (additional fee may apply)

- Conduct an evaluation of the current wellness culture and create a strategic plan to meet overall Badger ISD #676 goals. This will involve analyzing resources and program scope, including time frames and additional pricing (if applicable).

Compliance Support - (additional fee may apply)

We have a variety of tools and resources available to assist our clients with their compliance needs. Our consultation will evaluate your current status and we will recommend options to help support your compliance needs (some options may involve additional fees).

HR & Benefits Resources – Enrollment in MyWave Connect

- Online HR tool that provides compliance checklists, guides and links to state and federal laws
- Compliance documents, sample handbooks, timely compliance updates and newsletters
- Employee benefit communication pieces
- Online HR toolbox

Service Description

Seminars and Monthly Webinars presented by industry professionals in the areas of insurance, human resources, safety and wellness. Recent webinar topics:

- Understanding HSA & VEBA Advantages
- Newly Enhanced MyWave Toolbox

Additional Required Notices

- COBRA, State Continuation, CMS, CHIPRA, SBC, Model Exchange Notice

Signatures

North Risk Partners

Date

Badger ISD #676

Date