

# QUALIFICATIONS

*First Financial is committed to providing exceptional Benefits Administration and Services to Magnolia ISD, including, but not limited to:*

- One-on-one employee calls, call centers, and self-service enrollment options, as well as in person enrollment options
- Carrier updates regarding eligibility
- Providing a custom benefits website with full access to all carrier and product information, claims forms, and an employee login for full access to benefit information
- Providing your staff with access to make changes and updates in our Benefit Administration System, as well as the capability to run reports
- The capability to track and report on employees' enrollment status during enrollment periods
- Providing bi-lingual call support at our Corporate Office during normal business hours, a toll-free customer service line, as well as assigned Account Managers and Client Service Specialists, who are available in case of urgent after-hours needs
- Providing monthly payroll deduction files, processing and administering all new and existing payroll deductions with insurance companies for payroll deducted insurance products under Section 125
- Holding regular meetings on mutually agreed upon days with the District's assigned Dedicated Service Team to educate, present, and informing staff about benefits options, and answering product or plan questions
- Customized recommendations to administrators to determine products and carriers based on the District's needs
- Processing of medical reimbursement and dependent care spending account claims
- Serving as liaison for problem resolution for all employees, participants, and administration
- Maintaining compliance with Department of Labor regulations and rules of the employer for Section 125, including, but not limited to: plan documents, plan changes and amendments, and other IRS filings, as well as providing all necessary forms to facilitate plan operations and compliance
- Keeping the District informed of all changes to both state and federal laws and regulations pertaining to Section 125 Plans