

Service Level Agreement

AGREEMENT OVERVIEW

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Broker Builder Solutions (BBS) | Data Management Solutions and the Client for the provisioning of Benefits Administration Services required to support and sustain the client’s benefits administration platform.

This Agreement remains valid until superseded by a revised agreement endorsed by BBS and the client.

This Agreement outlines the parameters of services covered as they are mutually understood by the primary client. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

OBJECTIVES

This Agreement aims to ensure that the proper elements and commitments are in place to provide consistent support and delivery to the client by Broker Builder Solutions (BBS) and obtain a mutual Agreement for Implementation services provision between the client and Broker Builder Solutions (BBS).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise, and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support and delivery.

CONTACT

If you have any questions or concerns about this Service Level Agreement, you can contact Broker Builder Solutions via email at Sales@BrokerBuilderSolutions.com or phone at: (833) 281-9575.

INDEX

Responsiveness & Communication	Page 2
EDI Implementation	Page 3
EDI Renewal	Page 4

Service Level Agreement

RESPONSIVENESS:

1. **Broker Builder Solutions (BBS):** BBS will acknowledge all emails sent to our team before Noon EST by close of business. Any emails received after Noon EST will be acknowledged by Noon the following business day. Email resolutions will occur within 1-3 business days. Thorough communication will be followed if the issue resolutions take longer than 1-3. BBS will make necessary adjustments for urgent inquiries which could have an adverse impact on the client or employee.
2. **Client:** To guarantee optimal service, it is best practice for clients to respond to BBS inquiries within 1-3 business days.

COMMUNICATION:

1. It is crucial that before the client makes any changes to the EN platform it is discussed with the clients account manager to be sure there will not be any changes needed to other services offered to that client, i.e Data Exchanges, 834 files, etc. If the changes are not provided in a timely manner, it may cause issues with other services that we would be unable to prevent.
2. Clients are responsible for reading and understanding the content that is sent by the BBS analyst. If there is something that they do not understand, please ask questions.
3. BBS will be sure to give as much detail as possible. If we are unable to give full details in an email, we will set up a time to do a call with the client to be sure all parties understand what is going on with the system.

Service Level Agreement

EDI IMPLEMENTATION

- 1) **EDI Carrier Contact:** The client will provide BBS with the correct contact information and if Cobra Enrollments should be passed on the file. Failure to provide this detail could delay completion of the implementation.
- 2) **Timeframe:** Please note the below timeframes are subject to change based on the time of year and the carrier/client responsiveness.
 - 834 File feeds: 4-12 weeks
 - Data Exchanges: 2-4 weeks
 - Payroll Integrations: 4-6 weeks
- 3) **Nuances (Non-BBS Builds):** Provide a list of complexities and special nuances built into the front end.
- 4) **Mapping Rules:** EDI Files include mapping of up to 25 Rules. Account Structures that contain 26-100 Rules will incur an additional cost of \$5.00 per additional Rule; additional Rules are capped at 100. Due to the scope of work involved in renewing and supporting the file, if the Structure contains more than 100 Rules, we recommend that you ask the Carrier Contact to condense the Mapping Rules to 100 or less.
- 5) **Auditing:** To guarantee data accuracy, BBS will complete a pre-production audit. In the event a pre-production audit cannot be completed BBS will conduct a post-production audit. The client/agency is responsible for completing the audit verification process via the Streamline Data platform.

It is the responsibility of the client/agency to guarantee data accuracy between the carrier system and benefits administration platform post implementation.

BBS offers various audit solutions, through our partnership with our sister company **Streamline By DMS**. Choose one option below via BBS 'online [EDI Carrier Contact Form](#).

OPT-IN Streamline Audits Subscription (Self-service): I am considering the self-service Streamline Data platform as an option and would like to be contacted for a demo. Monthly costs starting at \$99.39 per month

OPT-IN Monthly Invoice Reconciliation Service: This service allows the Data Management Solutions team to work with your Agency, Carriers, and Platforms to identify and gather data to be audited on a recurring monthly or quarterly basis. This option includes a basic Streamline Data subscription.

- \$40 per month: Monthly Invoice Audits Only
- \$55 per month: Monthly Invoice Audits + Quarterly Census Audit

OPT-OUT: My agency/employer group has an alternate method for monthly reconciliation.

Service Level Agreement

EDI RENEWAL

- 1) **Open Enrollment Dates (Non-BBS Support Clients):** Provide OE site open, close, and admin close dates as soon as they are available.
- 2) **Structure (Non- BBS Support):** Provide the carrier file structure and an overview of any steps taken to manage the EDI renewal to include updates made in the benefits administration system and any carrier communications with important details pertaining to the renewal file.
- 3) **Sending the OE File**
 - **834:** BBS will send the OE file the first Wednesday after the Administrative Close date unless an alternate date is requested by the client or carrier. The client/agency is responsible for sending all adds, terms, and changes to the carrier for the current plan year. Enrollments sent to the carrier are for the new plan year only.
 - **Data Exchange:** BBS will provide the date that the carrier is scheduled to pull the file to the client. BBS has no control over when the carrier will pull the file and is unable to change this information. Black-out periods will be provided by carrier during the renewal process. BBS will pass this information along to the client.