

ASi FALL 2015 NEWSLETTER



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WORKING WITH ASi!

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IT'S FINALLY HERE! ASi HAS A
NEW WEBSITE - AND IT'S
AWESOME!

USE THESE QUICK LINKS:

[ASi Website](#)

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[ASi COBRA Department List](#)

[COBRA Forms Online](#)

ASi E-Mail Addresses

eligibility@asibenefits.com

Send your eligibility changes to this e-mail address for any of your accounts with ASi.

accounting@asibenefits.com

Questions on your invoice?
Contact our accounting department for assistance.

cobradepartment@asibenefits.com

If you have questions regarding COBRA or need to contact your account representative.

flexhelp@asibenefits.com

Send your flex claims to this e-mail address.

claims@asibenefits.com

Send your medical, dental or vision claims here for processing.

BOR REMINDER:

Please notify ASi of any Agent or Broker of Record (BOR) changes your company may have. It is necessary for ASi to update all our contact information.

QUESTIONS OR



EXCITING CHANGES AT ASi !

There has been a lot going on at ASi lately! Last year we remodeled our office to make room for more employees to service our clients. We have created a brand new, user-friendly [ASi website](#) to give our customers even more ways to access their information. ASi has implemented a new [Consumer 1Cloud Portal](#) and [Employer 1Cloud Portal](#) for our FSA and debit card clients - making it even easier to check your balance online as well as offering a variety of other services - and also have a new 1Cloud phone app!

Even though we are moving forward with technology, we are still proud to be a one-on-one customer service company. When you call ASi during business hours, you will always speak to a live person - never an automated phone tree. We will always make time to personally handle your questions and concerns.

If you have any medical, dental, vision, COBRA or FSA needs and are looking for a company that will put your business first, email us at clientservices@asibenefits.com and we will be happy to help!

WHAT IS ZIXMAIL?

ASi sends any information that includes PHI (protected health information) using our secure email server. This is called ZixMail.

In order to open a ZixMail, you need to sign up and create a password. You will have this opportunity when you receive your first ZixMail from ASi. From that point forward, you just type in your password and you will be able to view the email.

COMMENTS??

If you have any questions you would like answered or topics addressed in a future newsletter, please send them to our Marketing Coordinator, Dawn Peel, at dpeel@asibenefits.com.



ASi sends emails that include any personal information via ZixMail in order to protect our clients, our brokers, our employees, as well as your employees and qualified beneficiaries.

When you receive a ZixMail email, please take a moment to set up your ZixMail account with ASi so you can receive our emails regarding your employees or COBRA qualified beneficiaries.

FROM THE VICE PRESIDENT -

CHANGE IS GOOD!



ASi is always looking for ways to improve our services to our clients. We have a staff of over 50 employees that service four departments. Each of our departments is supervised by a department lead that has knowledge and experience in the work the department handles on a day-to-day basis.

We are happy to announce a few changes to our ASi departments and our leadership team.

Business Development

On July 1, 2015, Pete Ubbink has taken on the duties of leading our new Business Development Team that will focus on our new Section 125 and 132 account set up, as well as handle all our Section 125 and 132 renewals. For the past several months, Pete has been working on the migration of our FSA and debit card accounts to our new claims system, the 1Cloud. Additionally, we are now offering HSA administration as well.

Pete will be focusing on working directly with our employer groups on the features our system has to offer. He will also have the opportunity to make contact with all our Section 125 groups to offer personal training to gain better knowledge of our claims system, as well as demonstrate the features offered to both employers and employees.

Pete is gearing up for this new position and is looking forward to personally working with all our employer groups over the next few months.

ASi Claims

On November 1, 2015, Michelle Martynuik will take over the leadership of our ASi Claims Department. Michelle has been with ASi for 10 years, and was the lead of our COBRA Department for the last 6 years. Michelle has experience in working with medical, FSA and COBRA accounts and is very excited to work with our claims staff on our medical, dental, vision and FSA accounts. Over the next few months, Michelle will focus on the training of our processes and procedures and will soon be working closely with her staff to enhance our services to you.

ASi COBRA

On November 1, 2015, Alicia Gomez will take over the leadership of our COBRA Department. Alicia has been with ASi for over three years, working in our COBRA Department on one of our largest client accounts. Alicia has excellent leadership skills and is excited to continue working with our COBRA staff in her new role.

"The ASi Way" - is our way of continuing to review our internal processes in order to expand on our services and offer our clients the best possible customer service they deserve.

Christina Castro
Vice President, ASi

FROM OUR SALES DEPARTMENT -

WHAT A GREAT TIME TO BE WORKING WITH ASi!



With the carriers relaxing their wrapping restrictions, we now have almost all carriers available in our portfolio. This means ASi has the answer for groups that are still on traditional plans that need to maintain benefits and lower costs. This is also great news for existing clients with ASi, who will have many options to choose from, and in some cases will be able to lower rates. ASi has increased our staff for what we know is going to be a busy 4th quarter. Your ASi team is ready and able to help you enroll your groups!

All of us at ASi are looking forward to the challenges and the hard work we will be doing this 4th quarter. We want to do everything possible to help you during this time, and be a solid resource for you. Now is the time to contact ASi for a proposal! We want to give you great options and solutions for your group medical plans. Please don't let this opportunity pass you by; ASi is the answer for your 4th quarter business!

Here is a list of additional services ASi offers:

1. Our new FSA program has a Smart Phone app to keep track of members' purchases and balances;
2. Our famous COBRA administration;
3. Our Self Funded Dental and Vision plans save employers \$\$\$;
4. We are the Bay Area's number one choice for San Francisco Health Care Security Ordinance solutions; and
5. Don't forget about our Section 132 plans!

NEW PRODUCT INFORMATION

We have an exclusive telemedicine program with 24-hours a day, 7 days a week, 365 days a year access to a Board Certified physician. This program has no co-pays, and allows employees and their families to call the doctor as many times as they want through a direct line or through the cell phone app. This program cuts down on employees being out of the office, weekend emergency room or urgent care visits. This also results in further savings for the HRA program through ASi.

ASi has been part of your family for almost 15 years, and we look forward to working with you in the years to come. If you are interested in adding any of the additional services mentioned, or would like to hear more about our exciting new telemedicine product, please contact Ryan Neace at (559) 256-1320 or rneace@asibenefits.com. We appreciate your continued business!

FROM OUR BUSINESS DEVELOPMENT DEPARTMENT -

ASi UPGRADES TO THE CLOUD !

On June 8th, we enhance our administrative systems for our Flex, Transportation and HRA debit accounts to a new cloud based software called 1Cloud. 1Cloud will provide you and your enrolled plan participants with additional features and functionality, as well as improved customer service. These enhancements will help simplify your experience and optimize efficiency in your office.



A secure employer portal provides a convenient, online benefit management solution. Designated employer staff can perform frequently used tasks, access employee accounts to answer questions, view and print reports, submit requests, and access helpful resources.

The employee portal provides 24/7 secure online access to the participant's entire array of consumer-driven healthcare accounts. From the portal, participants can view account information and activity, file claims and distribution requests, and manage their profile, view notifications, access forms and link to other helpful information.



The Mobile Application provides tech savvy participants with on-the-go access to account balances right from their iPhone®, iPod Touch®, iPad®, or Android®-powered device. Participants simply login to the mobile app and check their available balances in their FSA, HRA or HSA accounts, submit claims and receipts for reimbursement, and send receipts for substantiation using their mobile device's camera. They can also receive text messages to keep up to date on changes to claims and payments.

We are excited about these new capabilities being implemented and are confident that they will increase the value of our services to you. If you have any questions or would like additional information on 1Cloud capabilities, please contact our office at claims@asibenefits.com.

Pete Ubbink
Business Development

ASi BREAKING NEWS -

IT'S FINALLY HERE! ASi HAS A NEW WEBSITE - AND IT IS AWESOME!



ASi has a BRAND NEW, more user-friendly website, and it is online now! This website has something for everyone.

Here is a sampling of some of the information you will find:

"Services" - will give you have a detailed explanation of what ASi has to offer;
"Resources" - has downloadable forms for our employers, employees and brokers, and has interactive fillable forms for our brokers as well;
"News" - will allow you to access our newsletters and email blasts, as well as notify you of any upcoming seminars or events;
"Logins" - gives you choices as to what portal you need to log into in order to navigate your account. Whether you are an employer, employee or COBRA participant, you can find out important information about your account, including your account balances!

Take a few minutes and browse the new [ASi website](#). You will be glad you did!

Dawn Peel
Marketing Coordinator
clientservices@asibenefits.com

ASi does not offer legal, accounting or other professional advice. If you need additional guidance, please contact your attorney or tax advisor. ASi uses reasonable efforts to ensure the information provided in this newsletter is accurate as of the date of distribution. However, information of this nature can change at any time. Please confirm the accuracy of such information prior to taking any action.

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