



Hilb Group Capabilities and Scope of Work

Jeffrey Minuto CPBS- Senior Vice President -Employee Benefits

June 7, 2023

Agenda

- Who We Are
- What We Offer
- Voluntary Benefits
- Strategy and Approach
- Cost Containment
- Analytics and Actuarial Services
- Employee Communication and Education
- Compliance
- Benefits Administration
- Benefits Technology
- Workplace Wellness Strategy/Population Health Engagement
- HR Support



Who We Are

Who We Are



Operating with a focus on our core values of **trust**, **integrity**, **growth** and **collaboration**, the Hilb Group combines the resources of a big broker with the **passion** and personalized service of a local partner.



Ranked #7 for Fastest Growing Brokers for 2020 by *Business Insurance*

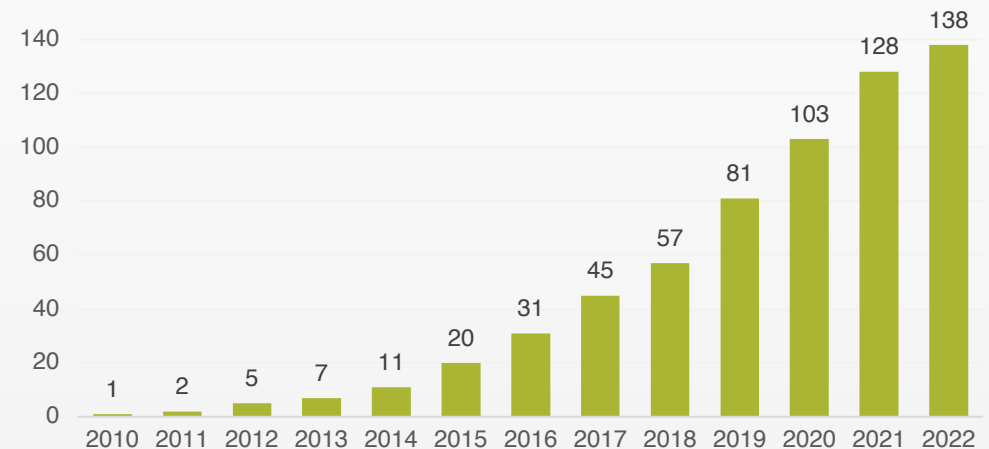


Ranked 13th largest P&C agency in the U.S. for 2021 by *Insurance Journal*



Made the *Inc. 5000* list of America's Fastest Growing Private Companies 7 years in a row

Hilb Group Agency Growth



*Information as of Q2 2022



What We Offer

What We Offer



What We Offer:

Employee Benefits Resources

CUSTOM SOLUTIONS TO MEET NEEDS AND HELP EMPLOYEES THRIVE

Benefits Administration/Support Technology

Consulting Services

Compliance Solutions and ERISA Attorneys

Self-funded Feasibility Analysis

Population Health Management/Claims Management

Customized Content for Your Employees

Actuarial Consulting Toolset

Cost Transparency Tools

Benefit Communications

Pharmacy Consulting

Full HR Consulting & Outsourcing Capabilities

Payroll Administration Expertise

EMPLOYEE BENEFITS EXPERTISE

AND ACCESS TO
**SOPHISTICATED
RESOURCES**

TO SERVE
YOU BETTER



NEW EMPLOYEE BENEFITS!

HELLO,

Pinnacle Practice Achievement is excited to announce that the following is now available to all Pinnacle members. Be on the lookout for information regarding a webinar to review!

WE OFFER

CONTACT

US NOW



Jeff Minuto
(401) 829-9728



jminuto@hilbgroup.com



2000 Chapel View Blvd,
Suite 240
Cranston, RI 02920



GROUP MEDICAL

GROUP DENTAL

GROUP VISION

**GROUP LIFE &
DISABILITY**



**STATE PAID
FAMILY LEAVE**



**BENEFIT
ADMINISTRATION**

Benefit	Description
Medical	Whether you are looking to review your existing plan, or shop around to see all that is available to you and your employees, Pinnacle has partnered with Jeff Minuto and the Hilb Group to offer full objective Consulting. Review your existing plan, Shop New Plans and strategize about the best way to fund employer sponsored coverage.
Dental	Explore all available plan choices.
Vision	Explore all available plan choices & networks.
Group Life & Disability	Explore all available plan options to protect yourself, and your family.
State Paid Family Leave	Does your state have a statutory plan? Explore best practices for State Leave.
Benefit Administration	Benchmarking, Premium Contribution Modelling, COBRA Administration, Employee Advocacy Support throughout the year, Compliance and HR Support, and Technology Support.



Pinnacle Practice Achievement Worksite Offer

Product Offering

Accident Critical Illness Disability Life

General Product Notes

- 3 minimum eligible lives
- Guaranteed Issue available
- Enhanced Underwriting Offer

WHY PARTNER WITH OUR COMPANY:

SUITE OF SERVICES AVAILABLE AT NO DIRECT COST



Simple Implementation

- Quick and easy quotes
- Full-service, dedicated implementation team



Benefit Communication

- Custom & Stock digital postcards
- Personalized and standard benefit sites
- Online appointment scheduling tool



Enrollment / Fulfillment

- Core enrollment available
- 8500 licensed benefit counselors nationwide
- In-person, telephonic & virtual options



81% of employers offer at least one voluntary benefit¹



26% of employers are thinking of adding a new voluntary product¹

KEY PARTNERSHIPS

Hilb's exclusive partnership with Colonial Life helps us offer industry-leading benefits administration and human capital management platforms that offers employee friendly enrollment experiences, virtual employee assistance, discounted pricing, and more.



Provides an all-in-one benefits, HR, and Compliance software for insurance brokers, carriers, and HR departments to make running a business easier.

Get to know the business behind the benefits

Financial Strength Ratings:
Strong ratings from each major ratings agency.²

4.5M

We protect over
4.5 million policyholders
and dependents.²

Customer Satisfaction:
95% of Employers intend to
continue offering our products.^{2,3}

CONTACTS

Jim King

Jim.King@ColonialLifeSales.com

(D) 401-398-8599, ext. 115 (F) 401-398-8625

Jeffrey Minuto

JMinuto@HilbGroup.com

(D) 1-800-678-1700, ext. 1128

1. Eastbridge, "Voluntary and the Small Case Market - Updated for 2023" 2. These statistics/financial figures represent national numbers. 3. Source: <https://www.coloniallife.com/About/Company>. Insurance products are underwritten by The Paul Revere Life Insurance Company, Worcester, MA and administered by Colonial Life & Accident Insurance Company.

©2023 Colonial Life & Accident Insurance Company. All rights reserved.

Colonial Life is a registered trademark and marketing brand of Colonial Life & Accident Insurance Company. 5-23 ADR-1247350

FOR BROKER INFORMATION ONLY

What We Offer: P&C Resources

SUPPORTING GROWTH FOR YOUR BUSINESS

Industry Specialty Programs

Preferred Carrier Contracts

Shared Expertise to Serve You Better

Claims Advocacy for Your Team

Risk Management Services

Captive Development Expertise

Program Development Specialties

Sophisticated Analytics to Evaluate Your Needs

Client Safety Programs and OSHA Training

**FULL-SERVICE
P&C
CAPABILITIES
FOR
COMMERCIAL
AND PERSONAL
LINES CLIENTS**



What We Offer:

Executive Benefits

Addressing Reverse Discrimination-Highly Paid Employees

Buy/Sell Agreements

Ways to Retain Key People

162 Bonus Plans – Additional Executive Benefits

EXECUTIVE BENEFITS...



The background features a perspective view of a modern, multi-story building with a grid-like facade of windows and balconies. A large, semi-transparent green arrow graphic points from the left side of the frame towards the center, partially overlapping the building's facade. The overall color palette is light and airy, with soft shadows and highlights on the building's surfaces.

Strategy and Approach

Strategy and Approach: Three-Year Strategy

Together we'll
develop a 3-
year strategy

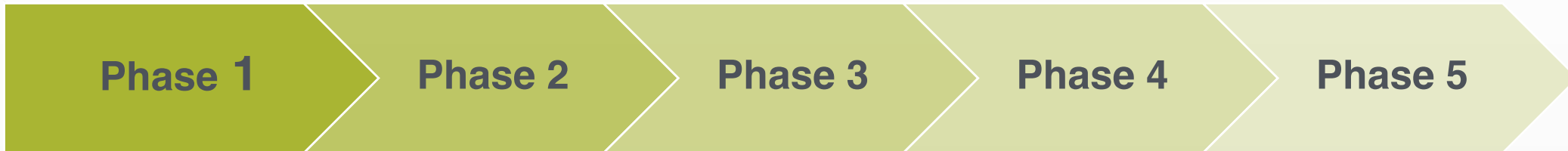
- Gathering more information
- Listening and learning
- Doing an assessment

Year 1

Year 2

Year 3

Targeted Approach: Cost Containment



Phase 1

Understand where you are and your unique challenges
Benchmark / Assess Culture

Phase 2

Collect and Analyze Data, Employee Surveys, Carrier Data, Health Risk Assessments

Phase 3

- Develops Multi-Year Strategy
- Incentive Programs, Communication Vehicles

Phase 4

- Implement Targeted Programs
- Target initiatives focusing on key population risks
- Develop avenues for awareness, education and access to support

Phase 5

- Measure and Refine
- Consistently measure, communicate and modify strategy
- Continue to align with long term strategic plan

Strategy and Approach: Value Proposition

- **Experienced personnel** to deliver expert advice and counsel
- **Relationship-focused** to provide exceptional service and solutions
- **Focus on employee** education and communication
- **Emphasis on compliance** for your organization
- **Superior financial outcomes** using our *proprietary* data analytics tools
 - Underwriting model
 - Benchmarking tools
 - Data Mining tools
- **Reduce required administration** – online enrollment



Cost Containment

Cost Containment Data Analytics

Identify

- Consolidate Data
- Identify immediate saving opportunities
- Drill-down reporting
- Target engagement
- Close cost drivers

Engage

- Key cost Drivers easily identified
- Engage members with targeted and tailored strategies to achieve real results

Predict

- Predict future spending on high-cost claimants with near certainty.
- Model plan and programs with confidence

Best in Class Data Analytic Platform – See your Data Differently!
Putting you in the Best Position to Win

Cost Containment



Core Services

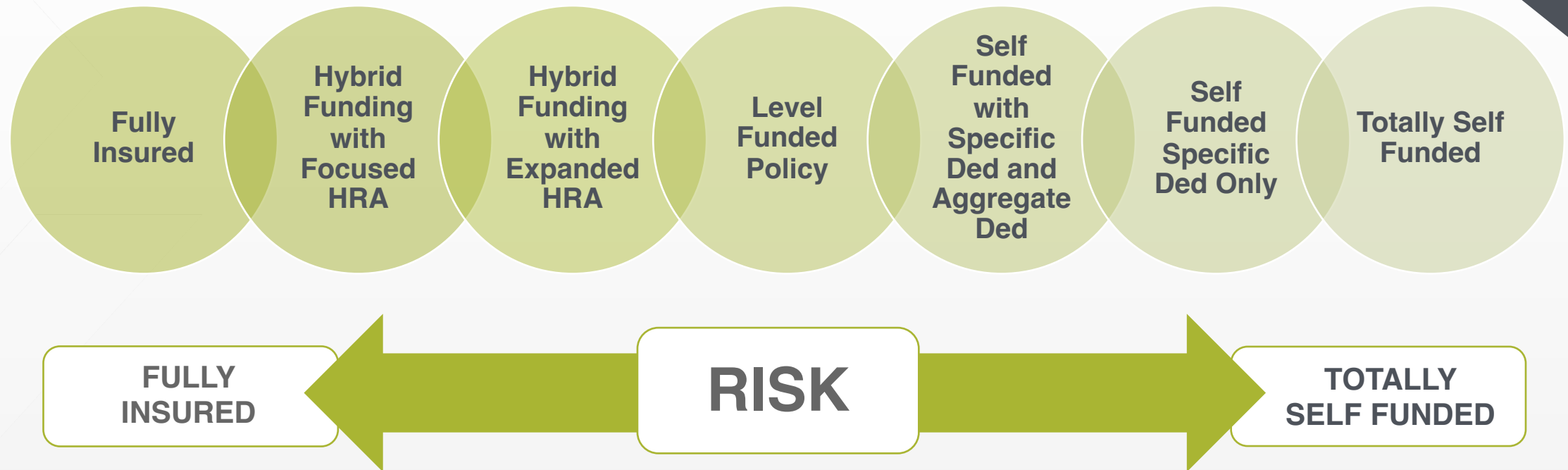
- Funding Evaluation
- Contribution analysis
- Claims Reporting and Forecasting
- Analysis of renewal
- Carrier Evaluations
- Population Health and Wellbeing Strategy
- Ancillary benefits review, negotiations and renewal
- Demographic Analysis



Value Added Services

- Claim Dashboard/Reporting
- Springbuk
- Dependent Audit
- Renewal Predictive Modeling Tool
- In-house Actuarial Reporting and Modeling

Cost Containment



Hilb's Captive Solutions

InCap: A Prescription for Captive Success

- InCap[®] continues to offer the best long-term opportunity for mid-sized groups to lower health insurance costs without cutting the quality of their benefits program.
- As an alternative to traditional insurance plans, our proven medical captive plan helps you steer clear of commercial insurance companies and leverage the bargaining power of a large census to:
 - Reduce premium costs
 - Lower risks
 - Optimize tax savings
 - Avoid volatile pricing changes
 - Ensure that your plan meets your specific needs at a price that is right for you
- Plus, InCap members also enjoy receiving profits from their savings. InCap has saved our clients \$Millions since its inception.

The background features a low-angle, perspective view of a modern, multi-story building with a grid-like facade of windows and balconies. The building is rendered in a light, semi-transparent style. Overlaid on the left side of the image is a large, stylized green arrow pointing towards the right. The arrow is composed of several overlapping, semi-transparent layers, creating a sense of depth and movement. The overall color palette is light and airy, with the green of the arrow providing a focal point.

Analytics and Actuarial Services

Data Analytics

The Hilb Group focuses on key financial elements of your benefits program

Proprietary underwriting tools to challenge insurance ratings

Benchmark claim data to **identify negative utilization trends**

Work with insurer or TPA to **identify and engage high risk members**

Benchmarking tools to assess competitiveness of the total benefit package

Deep dive into data, investing in technology to identify **gaps in care**

We are a **data-driven** consulting firm, making meaningful recommendations to **improve utilization habits** that create a positive financial outcome

Our goal: to lower the likelihood of catastrophic outcomes – thereby lowering claims spend

Health Intelligence

Health intelligence
tool: data
analytic engine,
consultant driven

Consolidated,
customized
dashboard reporting
& quarterly deep dive
analysis

Gaps in care,
benchmarking, year
over year trend
analysis

Client time focused
on actionable
insights

For ASO only,
quarterly IBNR and
annual working rate
actuarial attestations

Actuarial Services



Internal actuarial team

Certified IBNR claims reserve

Renewal analysis, budget development

Certified working rates/COBRA rate development

Benefit modification & cost modeling

All reports certified by ASA or FSA certified actuaries



Employee Communication and Education

Employee Communication and Education



Employee Communication

Communications – Print & Electronic

Custom Enrollment Guide

On-Line Enrollment

Digital Capabilities & Offerings

Plan Selector

On Demand Podcasts

Employee Surveys

Mobile Apps

Hilb takes
the work off
your plate to
ensure a smooth
enrollment
experience

Reaching your Employees *and* their Dependents

Employee Communication and Education



You Don't Know What You Don't Know — And We Can Help

Who in your family makes the benefit decisions?

Where do you go for information?

What's the best way to share information with you?

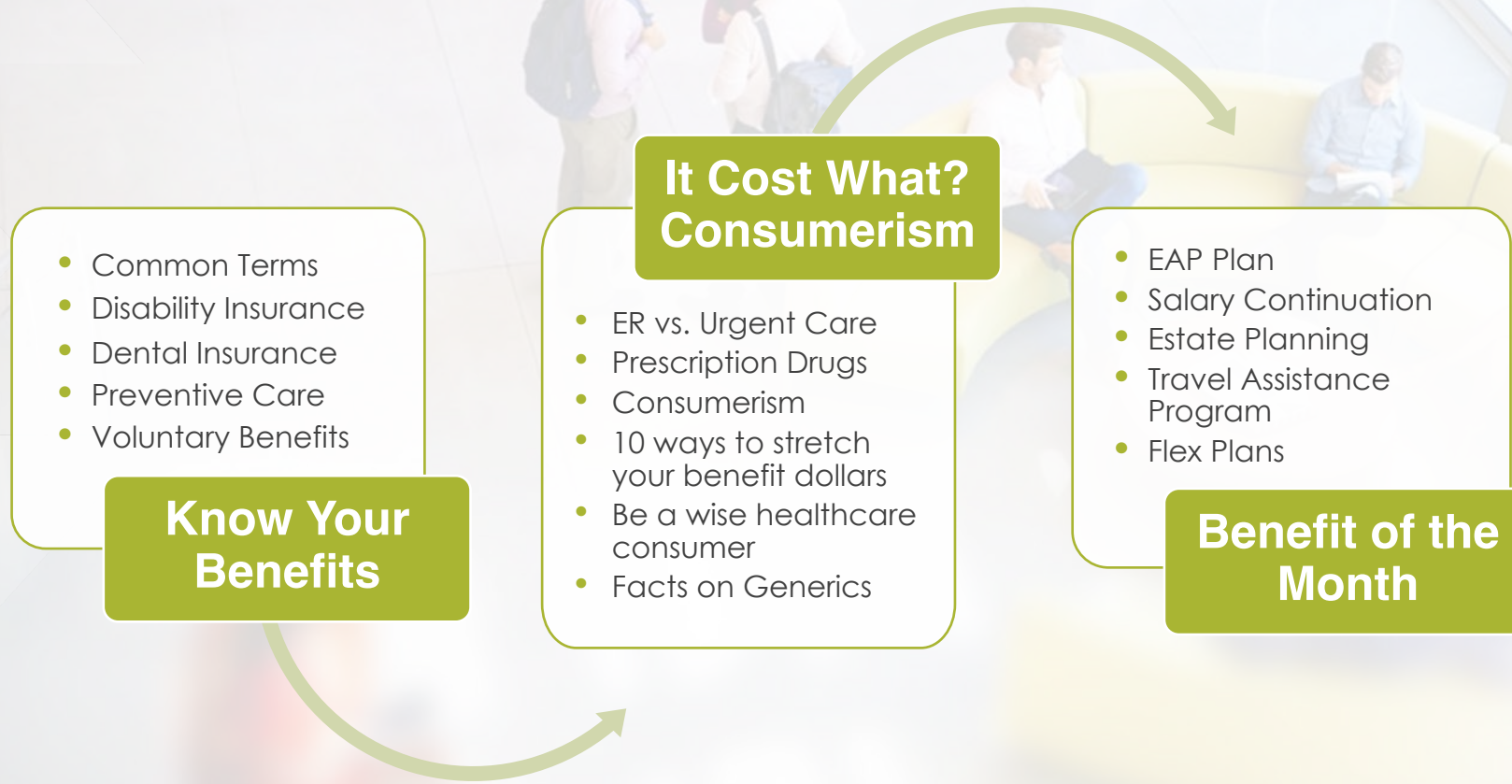
What programs are most important to you?

Have you had problems that we should be aware of?

Would you participate in a Health Risk Assessment?

Would you be willing to pay for a stronger plan?

Employee Communication and Education



Member Advocacy

- Hilb's Account Manager role is focused on employee and dependent advocacy
- Claim issues & coverage concerns will be supported by the Account Manager
 - Direct to carrier/health plan negotiation, as well internal subject matter expert access
 - Support in ERISA appeal process, drafting appeals
 - Provider coordination and negotiation
- 1:1 member level communication and support
- Bilingual (English/Spanish) capability
- Age out transitions
 - Dependents turning age 26
 - Members turning age 65



Compliance

Compliance

Documents and Filings

Documents & Participant Disclosures

- Welfare plan document drafting and maintenance
- ACA & ERISA participant disclosures
- Medicare Part D notification and CMS reporting

Reporting and Filing Requirements

- Form 720 PCORI filing
- Annual Form 5500 preparation and filing
- Form 1094-C & 1095-C review & reporting service available for a fee

FACT: 75% of Audits Result in Fines, Penalties or Corrections

Compliance

Ongoing Consulting

- Section 105(h) nondiscrimination
- ACA compliance including variable hour tracking and reporting support
- Compliance Alerts, webinars, seminars
- Benefit implications of mergers, acquisitions and other business reorganizations
- Subrogation support
- Dependent audit support



Benefits Administration

Benefits Administration

The Hilb Group offers total management of your eligibility administration.

Eligibility Department dedicated to processing **all of your adds, terms, and changes.**

Eligibility administration is available at **no cost** and relieves your human resources department of a significant burden.

Scheduled audits of your invoices, which allows us to **proactively support you.**

Eligibility Administration can be **expedited** via a Benefits Administration System, or a dedicated and secure email inbox system.

Benefits Administration: COBRA

- In-house COBRA services, tailored to your organization's needs
- Compliant with the Department of Labor (DOL)
- Full access to the COBRA portal
- Ability to generate monthly remittance reports
- Portal houses all COBRA notices that have generated to employees
- COBRA Participants have access to elect COBRA and pay electronically
- COBRA Point integrates with **Employee Navigator**
- Provides automatic generation of the following notices:
 - Initial Right's COBRA notice
 - Qualified Beneficiary Letter

The background features a low-angle, upward-looking perspective of several modern, multi-story apartment buildings. The buildings have light-colored facades and numerous windows. A large, semi-transparent green arrow graphic with a white outline points from the left side of the frame towards the center, partially overlapping the buildings. The overall scene is bright and clear, suggesting a sunny day.

Benefits Technology

Benefits Technology

The Hilb Group offers clients access to comprehensive technology resources.

Client-centric technology provides **cutting-edge access** for employees and employers. We have **high-tech solutions** available for you!

Benefits administration systems

Telehealth application

Enrollment call center

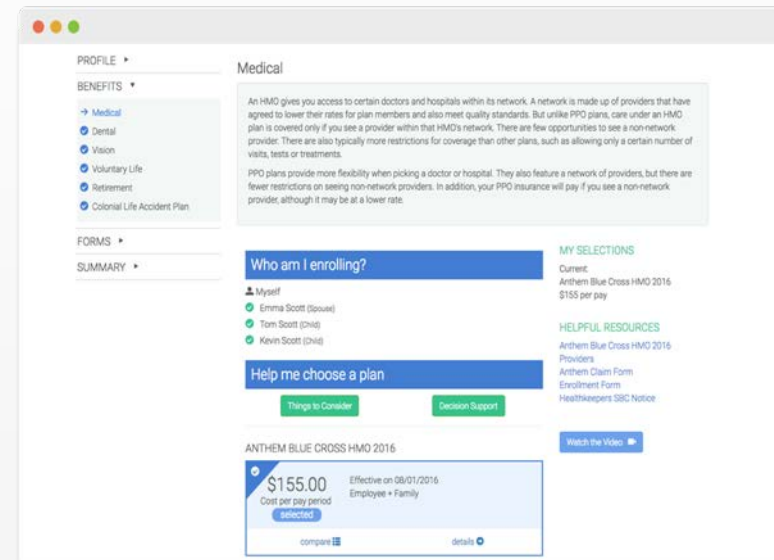
Direct relationships with top tier vendors and system administrators for all benefit technology solutions

Continuous analysis of the ever-changing technology scene to **partnering** with the best vendors

Many in-house services; continuing our model of **hands-on client management**

Benefits Technology: Employee Navigator

- Benefit Administration Management
- Quicker Enrollment Process
- Carrier feed capability
- Paperless
- Compare and select plans
- Review coverage status for all employees
- Monitor employee enrollment status and deadlines
- Manage contribution levels
- Store, review, and acknowledge important plan documents





Workplace Wellness Strategy/Population Health Engagement

Workplace Wellness Strategy/Population Health





Voluntary Benefits

Voluntary Benefits

What are they?

Insurance policies that allow employees a choice of benefits that fit specific family needs

Part of a company's overall benefits strategy

Help to round out benefit offerings – allow individuals to make their own choices

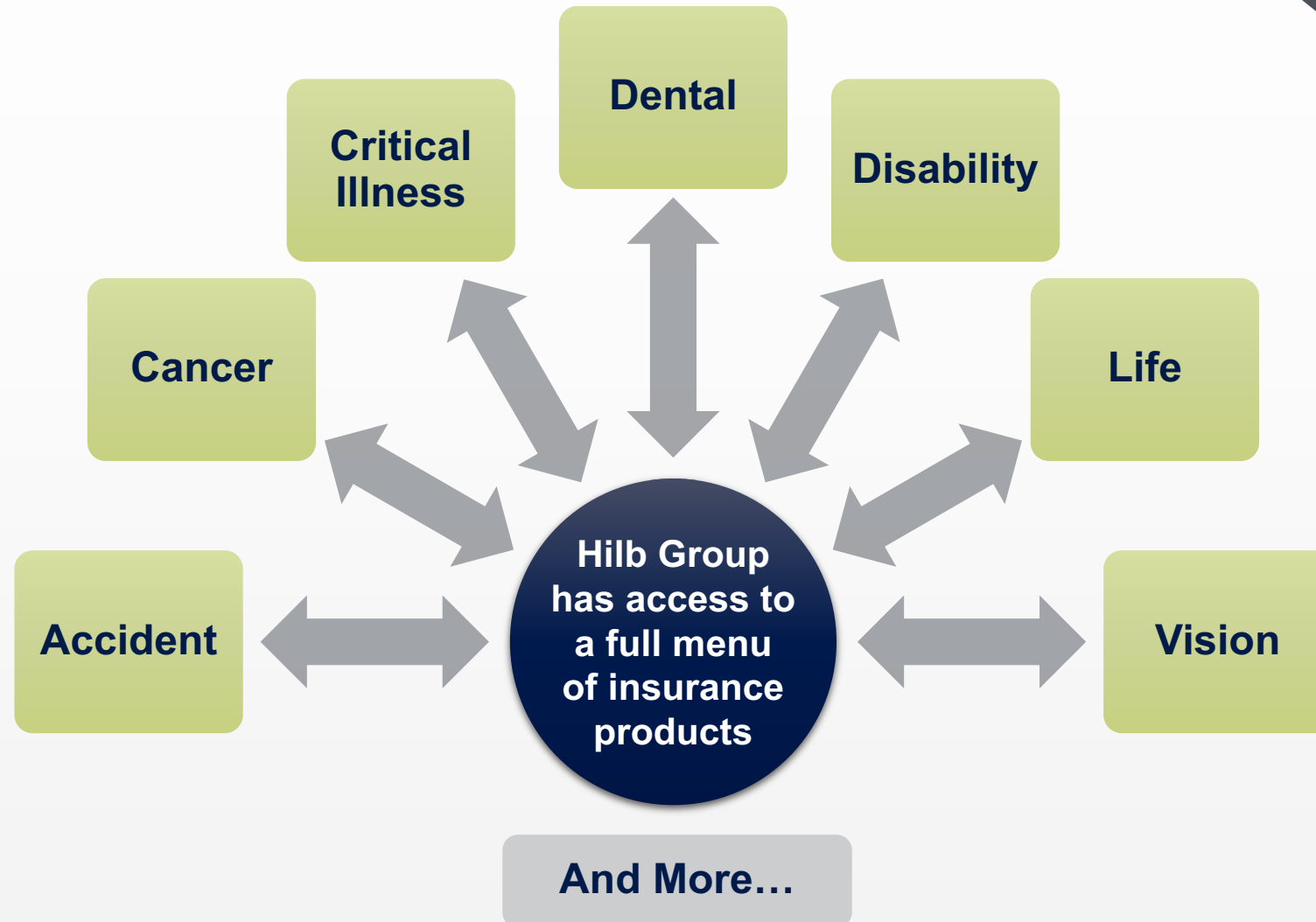
Why offer them?

Provide more choice – many will want coverages to pay for future expenses

Plans are voluntary – no premium cost to employer

More choice is good – little downside to offering

Voluntary Products





Summary

Why Hilb?

- National resources, local expertise
- Homegrown solutions – Compliance, COBRA, Employee Communications, Enrollment capabilities
- Ability to obtain best pricing due to market volume
- We drive efficiencies to HR, allowing for the client's team to work more strategically
- Proven track record of providing value to our clients

Contact Information

- Jeffrey Minuto CPBS: Senior Vice President Employee Benefits
 - Jminuto@HilbGroup.com
 - Voice 800-678-1700 ext.1128
 - Mobile 401-829-9728