

CLEVELAND PUBLIC LIBRARY

Finance Committee

June 17, 2014

**RESOLUTION AUTHORIZING CLEVELAND PUBLIC LIBRARY TO ENTER
INTO AN AGREEMENT WITH BENEFIT ADMINISTRATIVE SERVICES
INTERNATIONAL CORPORATION**

WHEREAS, The Cleveland Public Library's Department of Human Resources currently receives services from Ogletree Deakins in connection with the processing of claims filed under the Family Medical Leave Act ("FMLA"); and

WHEREAS, The Director of Human Resources has determined that the Library would benefit from more comprehensive assistance with FMLA administration in order to better track and manage FMLA claims; and

WHEREAS, Benefits Administrative Services International Corporation ("BASIC") has submitted a proposal to provide FMLA administration services including claim approval/denial, recertification, 2nd and 3rd opinions, and direct contact with health care providers to clarify medical certifications; and

WHEREAS, BASIC also proposes to provide Interactive Voice Response Technology which will direct employees to a 24/7 toll free call- in number for all unplanned absences with automatic notifications to supervisors; and

WHEREAS, The Director of Human Resources desires to enter into an agreement with BASIC to commence on or about July 1, 2014 and to continue in effect until canceled by the Library; now therefore be it

RESOLVED, That the Executive Director, CEO, or his designee, is authorized to enter into an agreement with Benefits Administrative Services International Corporation commencing on or about July 1, 2014 in an amount not-to-exceed \$40,000 for the first year, and \$36,000 each additional year which expenditure shall be charged to the General fund account 11510053-53710 (Professional Services), with said agreement being subject to the approval of the Chief Legal Officer.

FMLA Administration Services Proposal



January 14, 2014

Cleveland Public Library

About NEO

NEO Administration Company has specialized in benefit plan consulting, compliance and administration since 1989. We provide the following administration and consulting services:

- *Flexible Spending Accounts (FSA)*
- *Health Reimbursement Accounts (HRA)*
- *Health Savings Accounts (HSA)*
- *Qualified Transportation Arrangements (QTA)*
- *COBRA Administration*
- *Section 125 Plan Document Services*

High Level of Quality and Expertise

Benefit administration service is NEO's main business, not just as a sideline. This focus on efficient and compliant administration of benefits keeps us current on the regulations related to the benefit plans we manage. NEO is a member of *The Employer's Council on Flexible Compensation* and *the National Association of Professional Benefit Administrators*. Our staff includes one of a select number of practitioners in the U.S. who have earned the designation of *Certified in Flexible Compensation* from ECFC's Academy of Professional Standards & Ethics.

FMLA Administration

We are proud to offer FMLA administration services through our business partner, BASIC. They share our mission to provide the higher level of service and responsiveness our clients expect from a market specialist. BASIC is consistently recognized as an Inc. 5000 Fastest Growing Private Company, and are committed to providing best in class service to their referral partners, clients they serve, and their employees.

- Flexible Spending Account Administration
- Health Reimbursement Account Administration
- Health Savings Account Consulting & Compliance
- COBRA Administration

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Proposed FMLA Services

FMLA Ease Plus

FMLA Administration with Interactive Voice Response (IVR) Technology

Service Highlights

Expert outside administration provides consistent, non-biased, compliant administration of FMLA claims. Simply direct employees to a 24/7 toll free IVR for all FMLA claims, BASIC will take care of the rest.

- Interactive Voice Response (IVR) technology
 - Completely customizable, enabling you to collect a variety of data
 - Compliance with Disability and Worker's Compensation
- Review current FMLA documentation, policies and practices for compliance to federal and state FMLA regulations
- Our FMLA professionals help eliminate the risks and unnecessary penalties associated with noncompliant State and Federal regulations
 - Claim approval / denial
 - Recertification
 - 2nd and 3rd opinions
 - Military Leave
 - Direct contact with Health Care Provider (HCP) to clarify Medical Certifications
- FMLA experts identify potential FMLA absences in detail, address all questions, and provide regulation coaching
- 12-month period tracking to employers' specification
- Monitor and track attendance at required HCP, and provide "clarification and authentication" communication with HCP as required
- BASIC's HR Services executive team tracks the industry and political climate to help anticipate possible changes to legislation.

BASIC FMLA Dashboard

Harnessing technology increases consistency and operational efficiencies.

- Real time online access to all data available through BASIC's custom built FMLA dashboard (Included with FMLA Ease, FMLA Ease Plus, & Absence Management).
- Easily identifies individual or company-wide claim trends or abnormalities to help pinpoint potential fraud
- Intermittent leave, the hardest FMLA instances to track, is BASIC's specialty

- Programmed for single or multiple location tracking
- Filter, sort and export call off data by location, department or position for specified time periods
- Training for supervisors on the functionality and benefits of the dashboard
- Automatic notifications to supervisors and HR is both efficient and documented
- Sites securely record real time and historical attendance data and is easily exportable to other applications

Absence Management

Service Highlights

Everyone wants to be treated fairly; your employees are no different. BASIC's IVR and custom built Dashboard lay the ground work for just that.

- Simply direct employees to call BASIC's 24/7 toll free IVR technology for all unplanned absences and BASIC's advanced technology will take it from there
 - For added benefits, direct employees to use the system for all tardies and leaving early as well
- Real time online access to all unscheduled absences through BASIC's custom built dashboard available 24/7 – 365 days
 - Automatic notifications to supervisors and HR is efficiently documented
 - Rule based security for multiple levels of access
 - Site securely records real time and historical attendance data
- BASIC's Integrated Voice Response (IVR) system is completely customizable, enabling you to collect a variety of data
 - Compliance with Disability and Worker's Compensation
 - Programmed for single or multiple location tracking
- Training provided for supervisors on Dashboard functionality and benefits
- BASIC's IVR system provides a consistent, non-biased employee call off program
- Each call is recorded and securely stored eliminating "he said"/"she said" confusion
- Using a single system across all departments and locations ensures equitable application of absence policies
 - Provides necessary data and documentation for wrongful termination cases

Consider adding BASIC's FMLA administration to help you identify potential fraudulent FMLA claims, eliminate the risks and unnecessary penalties associated with noncompliant State and Federal regulations, and increase your productivity.

FMLA Administration and Setup Fees

Cleveland Public Library
(Based on an estimate of **700** employees)



One Time Initial Set-up Fee

FMLA Ease Plus (Full FMLA Administration)	\$ 3,500.00
Absence Management (Optional)	\$ 1,500.00*
*With FMLA Ease Plus (\$2,500 as stand-alone service)	

Monthly Administration Fee*

FMLA Ease Plus (Per Employee Per Month)	\$ 2.20
Absence Management (Per Employee Per Month)	\$ 1.20

*Billing cycles vary from monthly, quarterly, or annually depending on level of service charges.

Other Charges

IVR script customization or mid-year changes (Per Hour)	\$ 150.00
Scripts in languages other than English	Quoted Upon Request