

Good Changes Are Coming Soon

Now, get all the information you need here

This page answers questions about North Ranch Benefits Trust's (NRBT) switch to a new third-party administrator (TPA), Pathian, on **June 1, 2019**. If you still have questions about our transition after reviewing this page, please contact NRBT at **(800) 801-2300** or service@inshorebenefits.com.

Questions you may have

General questions

Q: Why is this change taking place?

A: Part of NRBT's business strategy includes providing superior customer service. We're making this switch because we're confident Pathian will deliver that service to you.

Q: When will NRBT switch TPAs from HealthSmart to Pathian?

A: June 1, 2019

Q: With this new change, will my dental or vision rates stay the same for this renewal year?

A: Yes. All rates and benefits will remain the same for the renewal year.

Q: What does it mean when NRBT says it will switch to a new third-party administrator?

A: That means another company, Pathian, will begin to manage your plan eligibility and billing.

Q: Do I have to let my broker know about this change?

A: No. NRBT has mailed your broker all the information they need to know.

Q: What changes should I expect?

A: You'll start receiving invoices from Pathian after June 1. You'll also receive a final invoice from our current TPA, HealthSmart, in May for the month of June. If your premiums are paid via bank draft, you'll need to sign a new ACH form. [Please click here to download the form.](#)

If you pay by check, please start mailing your premiums to Pathian, beginning with your June 1 payment.*

Here's Pathian's information:
Pathian Administrators
P.O. Box 17791
Denver, CO 80217-0768

*If you're enrolled in an Auto Pay feature from your bank, be sure to update the recipient with Pathian's new address.

Q: Will I have the same Division Number?

A: No. Pathian does not use the term Division Number. Instead, your ID number with Pathian will be referred to as a Billing Number. You will see your new Billing Number on the first invoice generated by Pathian.

Q: How can I get a hold of Pathian if I have questions?

A: During this transition, NRBT will be the point of contact for all questions. You can contact us at (800) 801-2300 or service@inshorebenefits.com.

Billing questions

Q: Will I get my group's invoices from Pathian?

A: Yes. But you will receive a final invoice from our current TPA, HealthSmart, for June 1.

Necessary form

To download the form, please click on the link below.

– [ACH form](#)

Where you can send the ACH form

Email: service@inshorebenefits.com

Fax: (818) 351-8184

Address:

North Ranch Benefits Trust
Inshore Benefits
32110 Agoura Road
Westlake Village, CA 91361