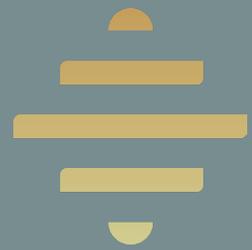




Administrative Employer Welcome Kit

Table of Contents



Key Administrative Contacts 3

- Account Management Team



Enrollment and Eligibility 4

- How to enroll, terminate, or change coverage



EDI 5

- How to set up your group for electronic file upload
- For groups of 20 or more



Billing and Due Date 6

- How to access your bill
- Premium due date and grace period



Payment and Invoice 7

- How to pay your bill
- How to read your invoice



Inshore Carrier Contacts 9

- How to contact carrier



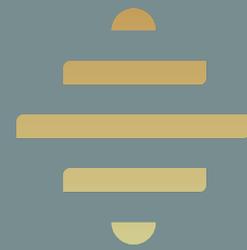
Benefit Summaries, Certificates, and ID Cards 10

- How to find information about your coverage



FREE! Member Perks 11

Key Administrative Contacts



Inshore Benefits partners with Pathian Administrators, a friendly and passionate team of professional billing and eligibility administrators.

Pathian Administrators

32110 Agoura Road
Westlake Village, CA 91361-4026

Customer Service Hours:
Monday - Friday | 8 a.m. to 5 p.m. (PST)

Our administrative team is ready to assist with your billing and eligibility requests:



Billing and Payment

Pay by ACH or check
If paying by check, remit payments to:

Pathian Administrators
P.O. Box 17791
Denver, CO 80217-0768



Eligibility

For inquiries or eligibility, contact:

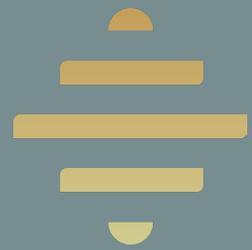
Phone: (800) 786-6525

Fax: (818) 960-0141

Email: Inshore@pathianadministrators.com

Questions: Email us at inshore@pathianadministrators.com
or call us at 800-786-6525 • 8:00am – 5:00pm Pacific time, M-F

Enrollment and Eligibility



We provide a straightforward process for submitting enrollment and eligibility changes.

How to enroll, terminate, or change coverage:

1. Add or change employee or dependent coverage by completing the employee enrollment form or employee census.
2. Terminate employee or dependent coverage by completing the employee termination form.
3. Eligibility changes should not be made with the carrier directly. Your invoice will not reflect changes made by the carrier, nor will providers be notified of these changes.

To submit enrollment and eligibility changes:

- Email eligibility changes to inshore@pathianadministrators.com
- Submit changes by the end of the month to be reflected on next month's bill.

You can view or print forms from our website at inshorebenefits.com. All forms, carrier materials, and benefit related documents are maintained at inshorebenefits.com. Please access this site for all Inshore related materials.

Questions: Email us at inshore@pathianadministrators.com or call us at 800-786-6525 • 8:00am – 5:00pm Pacific time, M-F



We're excited to introduce you to our secure 834 EDI File Feed process – A powerful solution designed to enhance your business operations and eligibility management efficiency.

Here's why you'll love our EDI File Feed:



Replaces paper-based documents such as paper applications



Reduced number of emails



Automated file processing that saves time and reduces errors



Increased processing speed



Enhanced security protocols to protect your sensitive information



Seamless data upload from your existing payroll systems via a weekly Standard 834 File upload to our SFTP site

Ready to get started?



Our implementation team is prepared to guide you through a smooth transition to EDI File Feed



We provide step-by-step implementation assistance

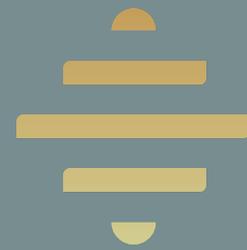


We offer ongoing maintenance and support to group, agent, and/or payroll company

EDI stands for **Electronic Data Interchange**, which is the computer-to-computer exchange of business documents in a standard electronic format between business partners. This process replaces paper-based documents such as paper applications, leading to benefits like reduced costs, increased processing speed, and fewer errors.

**Questions: Email us at inshore@pathianadministrators.com
or call us at 800-786-6525 • 8:00am – 5:00pm Pacific time, M-F**

Billing and Due Date



We offer you the ability to pay your bill electronically, as well as pay by check. See below for billing and payment instructions.

How to access your monthly bill:

1. Invoices are generated on or around the 8th day of every month.
2. Invoices are emailed or mailed to the address on file.
3. Pay amount due as billed.
4. Any changes made after an invoice has been issued will be reflected in the following month's invoice.

Flexible bill delivery options:

- Invoice by email
- Invoice by mail

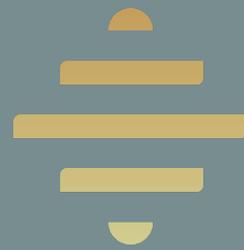
Premium due date and grace period:

- 1st of the month: Payment is due
- 3rd of the month: ACH draft
- 15th of the month: If premium is not received in full 15 days after the payment due date, payment is considered delinquent. A delinquency notice is generated and sent to both the client and their broker.
- Grace Period: If premium is not received by the end of the grace period (31 days), coverage will be terminated for non-payment of dues at the end of the last period for which premium payments were received. A termination notice is generated and sent both to the client and their broker.

Note: Depending on your contract, invoice by mail and/or pay by check may not be an option.

Questions: Email us at inshore@pathianadministrators.com
or call us at 800-786-6525 • 8:00am – 5:00pm Pacific time, M-F

Payment



How to pay your bill.

Why pay via ACH:

Our most popular payment option is Automatic Payment Withdrawal. Automatic Payments:

- Are secure and safe
- Ensure your payments are processed in a timely manner every month
- Prevent disruption of services and delinquency notices from being generated

To pay via ACH:

1. Complete ACH authorization form
2. Email completed ACH form to inshore@pathianadministrators.com
3. Payment will process on the 3rd of each month for which payment is due

To pay by check:

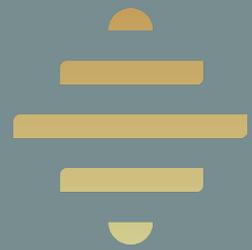
1. Mail a check each month with the group number displayed on the check
2. Submit invoice coupon portion of invoice with the check
3. Make check payable to Pathian Administrators
4. Mail to:

Pathian Administrators
P.O. Box 17791
Denver, CO 80217-0768

Note: Depending on your contract, pay by check may not be an option.

Questions: Email us at inshore@pathianadministrators.com
or call us at 800-786-6525 • 8:00am – 5:00pm Pacific time, M-F

Invoice



How to read your invoice.

PATHIAN
P.O. Box 17791
Denver, CO 80217-0768

inshore

Invoice Date: 06/03/2021
Billing Period: 07/01/2021 - 07/31/2021
Invoice Number: 1604
Billing Frequency: Monthly
Billing Number: INSCAXXXX
Payment Account: N/A
Payment Method: Pay by Check

Joe Client
1234 Main Street
Anytown, USA 90001

INVOICE SUMMARY

Prior Invoice:	\$115.00
Payments Received:	\$115.00
Balance Forward:	\$0.00
Current Premium:	\$100.00
Adjustments (+/-):	\$0.00
Admin Fee:	\$15.00

PATHIAN NEWS

Thank you for working with Pathian Administrators, the billing and eligibility administrator for Inshore Benefits.

Non-sufficient funds transactions are subject to a \$25.00 fee.

Cut here and return this invoice coupon with your payment to the address below.

Please write your Billing Number on your check.
Please make your check payable to:

Pathian Administrators
P.O. Box 17791
Denver, CO 80217-0768

Billing Number:	INSCAXXXX
Invoice Number:	1604
Invoice Date:	06/03/2021
Due Date:	07/01/2021
Total Due:	\$115.00

Interested in utilizing Auto Pay?
Contact us today at:
inshore@pathianadministrators.com
Phone: (800) 786-6525 Fax: (818) 960-0141

00000INSCA017450000690484

Billing Number:
This is your group's Billing Number.

Payment Account:
If you're on ACH Bank Draft, this is the account number we'll draft from. If you pay by check, it will say N/A.

Payment Method:
This shows if you pay by ACH Bank Draft or Pay by Check.

Total Due:
This is the amount of the Invoice Summary, totaled up into one sum.

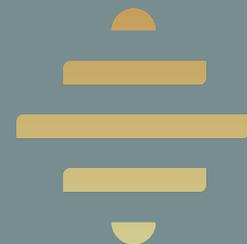
Due Date:
Your payment is due by this date.

Invoice Remittance Stub:
To process your payment faster, please mail your check with this stub to the address listed.

Make your check payable to:
Pathian Administrators

Questions: Email us at inshore@pathianadministrators.com
or call us at 800-786-6525 • 8:00am – 5:00pm Pacific time, M-F

Inshore Carrier Contacts



Ameritas
Customer Service: **(800) 487-5553**
Customer Service Hours:
Monday - Thursday | 5 a.m. to 10 p.m. (PT)
Friday | 5 a.m. to 4:30 p.m. (PT)
New Claims Fax: **(402) 467-7336**
Website: **www.ameritas.com**



Delta Dental of California
PPO Customer Service: **(800) 765-6003**
Customer Service Hours:
Monday - Friday | 5 a.m. to 5 p.m. (PT)
DHMO Customer Service: **(800) 422-4234**
Customer Service Hours:
Monday - Friday | 5 a.m. to 6 p.m. (PT)
Website: **www.deltadentalins.com**

Delta Dental of Colorado
Member Services: **(800) 610-0201**
PPO Dental Claims Address:
PO Box 173803, Denver, CO 80217-3803
Website: **www.deltadentalco.com**

Delta Dental in Texas
Member Services: **(800) 521-2651**
Website: **www.deltadentalins.com**



claims@acitpa.com
(888) 585-9038



HMO Member Services: **(888) 482-7342**
PPO Member Services: **(800) 541-7846**
PPO Dental Claims Address:
PO Box 981572, El Paso, TX 79998-1572
Website: **www.guardianlife.com**



my.norton.com
(800) 607-9174

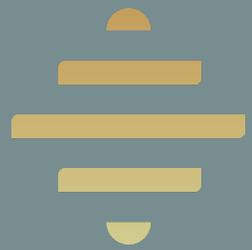


Customer Service: **(800) 877-7195**
Customer Service Hours:
Monday - Friday | 5 a.m. to 8 p.m. (PT)
Saturday | 7 a.m. to 8 p.m. PST
Sunday | 7 a.m. to 7 p.m. PST
Website: **www.vsp.com**

Note: Employees should contact carrier directly for claims, benefit inquiries or finding a provider.

**Questions: Email us at inshore@pathianadministrators.com
or call us at 800-786-6525 • 8:00am – 5:00pm Pacific time, M-F**

Benefit Summaries, Certificates, and ID Cards



Members can create an account on the carrier website to view in-network coverage, benefits, claims, and find an in-network provider.

How to view benefits:

- **Initial Enrollment**

You will receive a Benefit Summary and Certificate of Coverage at initial enrollment for distribution to enrollees

- **Future Enrollment**

Benefit Summaries and Certificates of Coverage are located at www.inshorebenefits.com

How to view ID cards:

- Members can print and view ID cards online by registering at the carrier website

Note: Participants should call the carrier or the number on their ID card for all their customer service needs.

Questions: Email us at inshore@pathianadministrators.com or call us at 800-786-6525 • 8:00am – 5:00pm Pacific time, M-F



In partnership with

GreatWorkPerks

Get started!

inshorebenefits.gwperks.com

- 1** Visit the page above
- 2** Click "Sign Up"
- 3** Enter your work email to create an account



SIGN UP TODAY TO ACCESS YOUR PERKS



THEME PARKS

SAVE UP TO 55%



MOVIE TICKETS

SAVE UP TO 52%



HOTELS

SAVE UP TO 50%



CAR RENTALS

SAVE UP TO 20%



SHOPPING DEALS

SAVE UP TO 70%



GYM MEMBERSHIPS

FROM \$28/MONTH

ADDITIONAL SAVINGS

Apparel

Automotive

Beauty & Skincare

Education

Electronics

Financial Wellness

Flowers & Gifts

Food & Drinks

Home

Insurance

Office

And Many More!

BROWSE 30,000+ DEALS

New QR code. Eff. 3/18/24



Contact Us

☎ 888-295-7375

✉ help@greatworkperks.com



FOREVER 21



Go City



CityPASS



BROWSE 200+ ATTRACTIONS WORLDWIDE

Frequently Asked Questions	
Questions	Answers
What is GreatWorkPerks?	<p>GreatWorkPerks (GWP) offers many discounted services, entertainment, memberships, and more, to Inshore Benefits members at no additional cost to their ancillary benefit.</p> <p>All members enrolled in an Inshore Benefits plan are eligible to sign up with GreatWorkPerks!</p>
How do members sign up?	<ol style="list-style-type: none"> 1. The attached GreatWorkPerks flyer can be handed out to each member. The flyer contains the website link and a QR code to access https://inshorebenefits.gwperks.com. 2. Once on the website, the member clicks the sign-up button and creates an account with their name and email to make purchases.
Is this only available to members in certain states?	No, members in all states are eligible for the services. When traveling members will want to check for specific discounts available in the areas and venues they are traveling to. Some offerings, such as, hotel discounts are available internationally as well.
Once registered, does the website recognize a member by their zip code?	No, it does not, but there is an option where shops, attractions, etc. are sorted by state.
How do I know if members of our group are enrolled with this free service?	That is not something we monitor or have access to.
If I purchase a subscription with a company and then that company no longer participates with GWP, does my discount end?	This is dependent on the vendor term upon sign up. Note: Certain memberships, such as, gym memberships, charge you for a full first month, and the next month amount, even if you start mid-month. They do not prorate memberships fees. Cancellations require a 30-day notice.
Who can answer questions about GreatWorkPerks services, discounts, or website issues?	If a member has any questions or service issues, there is a live chat on the website, https://inshorebenefits.gwperks.com , or the member can contact GreatWorkPerks directly at (888) 295-7375. Neither Inshore nor Pathian can answer these questions.
Has GreatWorkPerks vetted all of these products?	No, there are 1000's of products and options out there.