



MEDICAL MUTUAL®

Ceridian to WageWorks Talking Points

General Information

What is happening?

Ceridian is selling their benefits continuation services (BCS) to WageWorks. This includes our COBRA and benefits billing services.

- **COBRA** – Consolidated Omnibus Budget Reconciliation Act – an administrative service for continuation of benefits following a qualifying event.
- **Benefits billing service (BBS)** – administrative services for direct billing to individuals who need to pay an insurance premium but aren't getting a payroll deduction. For example, retirees or those on leave of absence.

Does this mean Ceridian is leaving the BCS business?

Yes.

When will this transition take place?

The transition will most likely take place in February or March, 2016. More details will be provided in the coming weeks.

Who is WageWorks?

WageWorks is a leader in administering Consumer-Directed Benefits (CDBs). WageWorks is solely dedicated to administering CDBs. CONEXIS is a division of WageWorks and is an experienced COBRA administrators, providing services to organizations nationwide since the law began.

Operational Information

During the transition period, how will Ceridian support clients and participants?

Ceridian will handle business as usual, continuing to focus on providing service during the transition period. At key points during the transition period, guidance and talking points will be provided to support questions that clients and/or participants may have.

What happens to customers who are being implemented today?

For now, implementations are continuing as usual. As planning with WageWorks progresses, there will come a point at which new sales will be implemented directly by WageWorks. We will keep you informed as we get to that point.

What is the transition schedule?

Clients will transition in groups beginning in fourth quarter 2015, and continuing into March 2016. Part of the planning with WageWorks is an assessment of each client's operational set-up to determine an ideal transition date. WageWorks and Ceridian will work carefully to identify a date that best meets the clients' program. For Medical Mutual, this will most likely be February or March, 2016.

What new features will clients have with WageWorks?

- Real-time online case management system that allows employers to quickly and easily monitor WageWorks customer service delivery by viewing both employer and participant service and support requests
- All activity and events are viewable online
- Mobile-optimized participant website that allows COBRA participants to access account information on the go

Who can I contact with client questions about the transition?

Please contact the client's assigned account representative or servicing personnel.

