

trusted

efficient

responsive

best practices

ADP National Account Services

Solutions for:

- Payroll
- Human Resources
- Benefit Services
- Time & Labor Management
- Tax and Financial Services
- Screening & Selection Services
- Managed Services
- Global Solutions



ADP Advocacy Services

Let ADP settle your appeals, resolve discrepancies and act as a confidential advocate

The push by lawmakers to mandate rights for medical patients is gaining momentum. Several states even mandate external reviews of disputes. With today's Health & Welfare plans becoming more complex and increasingly difficult for employees to understand, the burden on both HR and the employee to resolve health plan issues has increased. The employee relations issues and downtime caused by problems in accessing appropriate care, obtaining referrals, formulary restrictions, claim disputes and billing discrepancies can rob HR staff and the employee of valuable time and expenses.

The ADP Solution

With ADP Advocacy Services, ADP's team of dedicated professionals act on behalf of the employer group and/or designated populations (actives, retirees, COBRA continuees, former employees, disabled participants and eligible dependents) as an advocate for company-sponsored benefit-related issues with health plans and other contracted vendors or providers.

ADP Advocates

ADP Advocacy Services consist of a team of highly-skilled individuals with medical, health plan, mediation, research and customer backgrounds. ADP Advocacy Services allow employer groups to draw from a wide pool of professional resources to answer detailed questions relating to health plan operations, laws governing the health care industry and general rules and regulations pertaining to health care benefits. ADP Advocacy Services team

members are impartial third party facilitators. As the third party, ADP Advocacy Services protect the integrity and confidentiality of the proceedings.

Comprehensive Advocacy

Services provided include initial intake of inquiry, information and evidence gathering, documentation and communication of researched material(s) to client.

Available services include:

- Enrollment Discrepancy Resolution
- Claims Dispute Mediation and Resolution
- Coordination of Benefits Discordance Resolution
- ERISA Adherence and Conformity
- Funding/Community Resource Referrals
- Grievance/Appeals Education and Administration
- HCFA Regulation Adherence and Conformity
- Legal/Regulatory Health Plan Research and Compliance
- Medical Case Review
- Live Event Status Change and Qualifying Event Appeals
- Health Plan Service Access Issue Advocacy
- Prescription Drug Formulary Appeals
- Ambulance/Transportation Payment Dispute Resolution
- Balance Billing and Reasonable and Customary Disallowance Issue Resolution
- Medical Necessity Advocacy



Case Management Reporting Activity

ADP has an array of standard reporting capabilities, all carefully designed to identify and address problems associated with each benefit plan and carrier. ADP Advocacy

Services team members work with the employer to assess the patterns and actions that lead to enrollment and/or claims issues and then assist in designing and implementing mechanisms to address those issues

ADP Advocacy Services

Features

- Highly specialized ADP advocates available through toll free number for service and support.
- Comprehensive advocacy administration services and options, from initial intake of inquiry to resolution and documentation
- Case management activity reporting

Benefits

- Provides an effective and easy access service to employees and HR to expedite the resolution of complex issues.
- Increases productivity by minimizing employee time away from work and reducing HR involvement.
- Provides management with critical information for making strategic decisions to avoid potential legal counsel time and expense.



Outsourcing for HR, Benefits and Payroll

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