



**We're bringing your Benefit Continuation Services (BCS) experience into the future.** In a first for the industry, customers will soon have access to integrated benefit plans and payment plans with one system, one website, one participant mobile app, and one way of working. In preparation for the migration, we've assembled these answers to some frequently-asked questions (FAQs) that we hope you find helpful.

## General

### Question

### Answer

**Which customers are impacted?**

All BASIC Benefit Continuation Services (BCS) customers will be migrated to our new platform—our groundbreaking benefits solution that lets you manage your Consumer Driven Accounts (CDA) offerings like FSA, HRA, HSA and over 30 in-demand benefit plans, plus COBRA, Retiree Billing, Leave of Absence and more, within one user experience!

**When will customers be migrated?**

Visit our BCS Migration Resources website at [www.basiconline.com/bcs-migration](http://www.basiconline.com/bcs-migration) or call our automated Interactive Voice Response (IVR) line at 888-510-2376 for the latest information.

In the meantime, make sure you're ready by attending a webinar or reviewing the educational materials available online. See the BCS Migration Resources website for registration links and materials.

**Can the migration be delayed?**

No. The old system will be retired following the migration. To ensure a smooth transition, we are migrating all customers at the same time.

**How will customers be notified about the migration?**

Notifications will be sent to distributors and clients via email, and to participants via email and mail, with dates and other important information in advance of the migration date.

Copies of communications will be available on the BCS Migration Resources website.

**What disruption can be expected?**

To allow for final collection and migration of client and participant information, we will need to turn off access to the old system 7-10 days prior to the migration date.

Clients and participants will be unable to enter new information or make payments in the old system, and they will not yet have access to do so in the new platform.

However, we expect minor disruption only. We as the administrator will allow for additional flexibility during the system transition, especially when it comes to participant elections and payments.



Question	Answer
<b>How will I access historical records once the old system has been turned off?</b>	<p>If you require any historical information, contact Customer Care or submit a support request.</p> <p>Please make sure to access your account in the old system as soon as possible to retrieve any information you may wish to preserve!</p>
<b>How will customer account access work after the migration?</b>	<p>Following the migration, only those individuals listed on a client's contact list in the new platform will have access to that account. We are encouraging clients to update their contact lists prior to the migration.</p>
<b>Why are you no longer requiring Social Security numbers (SSNs) to be provided?</b>	<p>According to the Social Security Administration, the routine use of SSNs as identifiers creates opportunities for individuals to inappropriately obtain personal information.</p> <p>BASIC invests significant funds in security and we are committed to reducing the visibility of SSNs—and the susceptibility of persons to potential identity theft. As a result, some reports that previously contained SSNs no longer include those.</p> <p>We will only request from clients in situations where we will perform carrier notification services. We will use those SSNs on carrier reports only because carriers require their presence for identification.</p>

## Premium Remittances

Question	Answer
<b>How will premium remittances be changing?</b>	<p>Following the migration, premium remittances will be posted to your client account, on the 6<sup>th</sup> of each month. You can schedule your remittances to be automatically deposited into a bank account or issued as a check; complete an ACH Authorization form (available through the BCS Migration Resources website) or submit a support request once your account is active in the new platform.</p> <p>Additionally, BASIC will only remit the current amount due for a participant. Any pre-payments or overpayments will be held and applied to future remittances. We've determined this is the most consistent and cleanest way to remit premium payments to clients and carriers.</p> <p>Beginning in October 2023, BASIC will charge a 2% administrative fee on all premium subsidies provided by clients on behalf of their individual participants. This fee will be invoiced separately and will need to be paid upon receipt.</p>



## Clients

### Question

### Answer

**What changes can I expect in the new platform?**

Because you're moving to a totally new platform, you'll need to complete a few Sign-Up steps to establish access to your new online account.\*

Once you've done that, you'll have access to all the functionality you expect in order to manage your BCS payment plans.

*\*Current clients with a CDA offering will simply sign in as usual to manage their BCS payment plans right alongside their other benefits! No signup required.*

**Will I need to change how I send files via EDI?**

No. Current EDI customers will be able to send the same files they send today.

**What if, after the old system has been turned off, I have something that needs to be addressed, like an individual experiencing a qualifying event?**

Customer Care will be able to address any time-sensitive issues or requests that may come up during the time when you do not have online access.

We are committed to processing any qualifying event data as soon as the migration is complete. Please note also that employers have a total of 44 days from the loss of coverage date to ensure that a COBRA election offer is properly made.

## Participants

### Question

### Answer

**How will participants find out about changes to online access, payments, etc. following the migration?**

Participants will receive communication prior to the migration date alerting them to the upcoming change. Then, once the migration is complete, we will notify participants that they can access the new platform and how to do so.

Visit [www.basiconline.com/bcs-migration](http://www.basiconline.com/bcs-migration) to review the materials we are providing to participants to assist them through this change.

**Will a participant be expected to do anything different in the new platform?**

Just like clients, participants will need to complete a few Sign-Up steps to establish access to their new online account in the new platform once the migration is complete.

After they have successfully signed in, if they were set up for recurring ACH payments, they will need to re-enter their bank account information and re-establish recurring ACH payments.