

# Exciting New Services from J&D Benefits



In 2013 J&D Benefits is introducing a service to all of its clients that will be unique to the industry and very beneficial to plan sponsors.

As one of the leading Third Party administrators in the country J&D has noticed that while plan sponsors often receive communication about the administration of their plans from their providers the information is not communicated to their plan members. Traditional methods of distributing information is by posting it on bulletin boards or the company intranet.

Plan member's dissatisfaction with a benefit plan is often a result of not understanding the process or coverage.

With our unique systems we have the ability to customize and distribute communication to a specific member or specific group of members. This allows the message to be targeted and relevant to each member. For example if there is a change in rate for a Long Term Disability benefit and the plan member pays via payroll deduction, J&D has the ability to send an email to that plan member with the exact dollar impact the change will have on their payroll deduction.

For clients that J&D does not currently have email addresses J&D can work with them to obtain addresses and utilize them to update plan members on plan changes, like a change in practices on how to submit orthotics claims etc.

Some clients may have already been contacted recently about utilizing this new service and others we will be contacting shortly.

To begin the service you will simply need to say yes to subscribe.

If you agree to subscribe, the service will work in the following fashion

J&D Benefits will distribute a sample communication as they become available to the assigned contact for the plan sponsor. If you do not wish an email on the subject to go to your members simply reply to J&D. If we do not hear by the date indicated in the notice then we will proceed to email your plan members directly of the change in plan administration.

We hope that you will find this service useful in eliminating complaints from plan members who were not aware of plan administration changes and therefore eliminate some call to plan sponsors.

Should you have any questions please feel free to contact your service representative.

