



Release Notes 5.4.1

We are pleased to announce **THEbenefitsHUB** 5.4.1 system update. With this update, you'll see a wide range of modifications and improvements that make for better functionality and navigation within the system. As always, these enhancements are the result of your valuable feedback. We encourage you to continue providing us with your experiences so that we can continue to improve the system.

SSAE 16 Certification

We are very pleased to announce that **THEbenefitsHUB** is now SSAE 16 certified! By obtaining this certification, we can proudly display this logo on our web pages:



The Statement on Standards for Attestation Engagements (SSAE) No. 16 is an attestation standard put forth by the Auditing Standards Board (ASB) of the American Institute of Certified Public Accountants (AICPA) that addresses engagements undertaken by a service auditor for reporting on controls at organizations (i.e.,) that provide services to user entities, for which a service organization's controls are likely to be relevant to a user entities internal control over financial reporting (ICFR). For more information regarding SSAE 16 certification, please visit: <http://ssae16.com/index.html>

That's a very technical definition of the certification, but what does this means to you? When we say, "Our mission is to provide our clients with an easy-to-use, cost-effective online solution to manage, enroll, and exchange benefit information", we're not just talking the talk- we are certifiably walking the walk! Rest assured that we will continue to meet and exceed the standards required to maintain this certification and most importantly, your expectations.

Monthly Billing Report Enhancements

We've added functionality to this report that helps clarify the differences between plan elections and waives! Here is a list of new options you can choose to display on the report:

- ▶ **Show Plan Name/Waiver Reason** – This displays the plan's name or the waiver reason if your company has waiver reasons built in the system
- ▶ **Show Plan Details:**
 - All – This displays employees that either enrolled in plans, waived plans or chose not to do anything, either elect nor waive plans at all
 - Enrolled – This displays employees who chose to enroll in the selected benefit(s). If more than one benefit has been chosen for display at one time, Waived elections can still appear
 - Waived – This displays employees who selected the waive option for the plan. If more than one benefit has been chosen for display on the report, then Enrolled elections can still appear
- ▶ **Show Date Created** – This is the date the election/waive was made by the employee or administrator
- ▶ **Show Effective Date** – This is the effective date of the election/waive

We've added new columns to the "Select Employee Columns" area of this report; please see "Plan Election Comparison Report Enhancements" for the new selections.

Plan Election Comparison Report Enhancements

As with other reports, the Plan Election Comparison Report now allows for the selection of specific employee information.



AND the original column selections have been expanded as well, from 18 categories to 53! Here is a list of the 35 new columns you can choose to display:

- ▶ Alternate Email
- ▶ Home Phone
- ▶ Rx Clinic Code
- ▶ Are you Disabled?
- ▶ Job Description
- ▶ State
- ▶ City
- ▶ Last Page Accessed
- ▶ Street Address
- ▶ County
- ▶ Last Page Accessed Benefit
- ▶ Street Address 2
- ▶ Current Job Title
- ▶ Marital Status
- ▶ Supervisor Name
- ▶ Current Rate
- ▶ Medical Clinic Code
- ▶ System Access Expiration Date
- ▶ Dental Clinic Code
- ▶ Military Veteran
- ▶ Termination Type
- ▶ EEO Job Category
- ▶ Officer Status
- ▶ Union Member
- ▶ Employee is a Supervisor
- ▶ Pay Frequency
- ▶ Vision Clinic Code
- ▶ Employee Login Disabled
- ▶ Postal Code
- ▶ Work Phone
- ▶ Estimated Annual Hours
- ▶ Rate Type
- ▶ Final Payroll Date
- ▶ Receive Emails
- ▶ Work Phone Ext.

My Report History Queue

We've made some minor grammatical and formatting adjustments to the My Report History Queue page.

User Interface Fixes

We optimized the system's resolution settings to better accommodate smaller screens such as tablets and smart phones.

Annual Auto Data Rollover

The Benefits Technology (BT) department has a new tool that speeds up the preparations for company re-enrollments! This new tool automatically performs data tasks during lock out periods, increasing accuracy and turnaround time.

History File Enhancements

As many of you know, the History File is an invaluable resource for researching issues with an employee's plan eligibility, plan enrollment, payroll, and passwords, to name a few. It's a record for most of the activities that you or an employee performs while in the system.

Well, now the History File includes more benefit walkthrough information! Every page an employee visits and every action completed in the walkthrough process is listed in the History file, including no change in benefit elections.

Viewing all 74 returned employee history records for Washington, George E.

Washington, George E. - Completed Enrollment Process at IP 192.168.13.80 - 3/31/2015

Washington, George - Beneficiary Allocation created by the employee - 3/31/2015
Primary beneficiary Robert Washington percentage allotment was changed to 50% for Employee Life .

Washington, George - Beneficiary Allocation created by the employee - 3/31/2015
Primary beneficiary Channing Washington percentage allotment was changed to 50% for Employee Life .

Washington, George - Beneficiary Allocation created by the employee - 3/31/2015
Primary beneficiary Robert Washington percentage allotment was changed to 50% for Basic Life .

Washington, George - Beneficiary Allocation created by the employee - 3/31/2015
Primary beneficiary Channing Washington percentage allotment was changed to 50% for Basic Life .

Washington, George - Beneficiary information edited by the employee - 3/31/2015
Beneficiary allocation set to equal allocation.

Washington, George - Beneficiary information added by the employee - 3/31/2015
Beneficiary Robert Washington was created.

Washington, George - Beneficiary information added by the employee - 3/31/2015
Beneficiary Channing Washington was created.

Washington, George - Beneficiary information deleted by the employee - 3/31/2015
Beneficiary All Children Equally was deleted.

Washington, George E. - Employee Plan Enrollment Information edited by the employee at IP 192.168.13.80 - 3/31/2015
Washington, George E. - HealthCare Reimbursement [HealthCare Reimbursement with Flex Card] [70624] coverage provided by National Benefit Services was changed
Coverage changed during open enrollment with new coverage effective beginning 4/1/2014
Policy No. -
Coverage increased from \$150.00 to \$155.00

Login times and Disabled Accounts are now stored in the History File as well. Every time an employee logs in to the system, that action is noted. When an employee fails to successfully login to the system after five attempts and the account is automatically disabled, it's also recorded in the History File. Having this information on hand will make research that much easier in the future.

Washington, George - Password was changed by the employee at IP 192.168.13.80 - 3/31/2015

Washington, George - Employee logged in at 2:15:39 PM by washing6789 at IP 192.168.13.80 - 3/31/2015

E-mail Notification Message Sent - 3/31/2015
By the System Administrator

Successful login

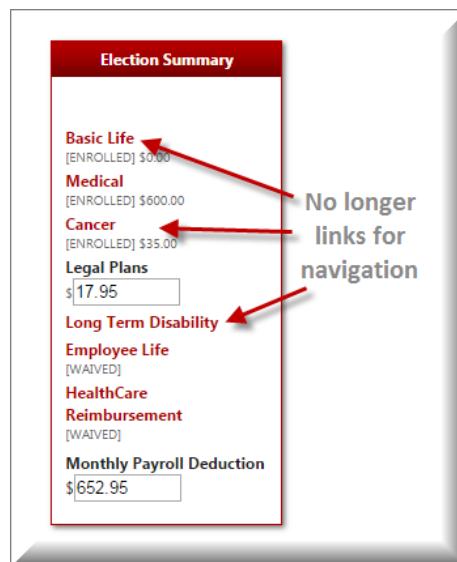
Washington, George - Employee Status information edited by system administrator "djackson" at IP 192.168.13.80 - 3/31/2015
Washington, George - Status change Effective Date was set to 3/31/2015
Washington, George - Employee Login Disabled was changed from Yes to No

Disabled account

Washington, George - Employee locked out at 2:06:41 PM after 5 failed login attempts by washing6789 at IP 192.168.13.80 - 3/31/2015
Washington, George - Status change Effective Date was set to 03/31/2015
Washington, George - Employee Login Disabled was changed from No to Yes

Employee Benefit Election Walkthrough

Based on feedback from the last open enrollment season, we've made some navigational improvements to the walkthrough, making the process more linear in nature and limiting the likelihood of overlooking or skipping over offered benefits. The "Back" button is the primary means for revisiting pages, while the Election Summary area is solely used for information, displaying enrolled and waived benefits as before. Also, by removing the ability to randomly jump to any point in the walkthrough, the system automatically applies contingent elections properly, which is one less thing for you and your employees to manage during the Enrollment Season.



Employees can still revisit benefit election pages from the Consolidated Enrollment Form and by visiting the Benefit Plan Enrollment Page.

For any questions regarding these changes, please contact your Account Representative with **THEbenefitsHUB**.

Our team at MGM Benefits Group will continue to work to improve your experience within **THEbenefitsHUB**, utilizing your responses for possible improvements in the future. We strive to support you in handling the benefits of your employees with the easiest and most efficient experience possible. Your feedback is always greatly appreciated and extremely critical in our improvements to **THEbenefitsHUB**.