

**SelmanCo**

A SUBSIDIARY OF ONE80  
INTERMEDIARIES

# An Introduction to SelmanCo



[www.SelmanCo.com](http://www.SelmanCo.com) | 440.646.9336 | One Integrity Parkway | Cleveland, OH 44143



# Our Mission

With integrity and dedication, Our Mission is to consistently and efficiently deliver to our clients extraordinary administrative services.





# Our Core Values

## Integrity

- We earn trust based on the integrity of our people and processes.

## Accountability

- We are a reliable and responsible business partner.

## Entrepreneurship

- We are pioneering and passionate in our daily work.

## Excellence

- We achieve excellence through attracting and retaining top performers.

## Respect

- We treat others as we wish to be treated and are respectful in all our interactions.





## Who We Are

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SelmanCo is a trusted insurance administrator that specializes in reducing cost and increasing efficiency for associations, credit unions, banks, employers, and insurance companies.

For more than 40 years, our commitment to extraordinary administrative service has allowed our clients to hone their core competencies, grow business, and strengthen their relationships with their customers and members.

Our workforce of over 200 professionals is headquartered in Cleveland, OH, with offices in Keene, NH, and Baltimore, MD.



# SelmanCo's Market Position

Life  
Disability &  
Supplemental  
Health

Brokerage  
Distribution &  
Policy  
Administration

Groups:  
Affinities  
Financial  
Institutions  
Employers

**\$300+ million**  
of premium under  
administration

Managing more  
than **1.5 million**  
certificates

**Serving:**  
**800** Financial Institutions  
**70** Affinity Groups  
**3,100** Employers  
**60** Insurance Carriers



# Business Overview

	Affinity	Military	Employer Benefits	BPO
Summary	Value-added administration of customized insurance plans for affinity groups.	Pre-eminent provider of TRICARE and CHAMPVA supplemental products.	Administration of voluntary purchase, supplemental group insurance plans for carriers.	Administration of a complex array of life and health programs for carriers.
Key Products	Term Life, Accident, Supplemental Health, Disability	Supplemental Health	Term Life, Whole Life, Universal Life, Accident, Supplemental Health	Term Life, Whole Life, Accident, Supplemental Health, Disability
Primary Services	Brokerage Marketing Individual Billing Commission Distribution Call Center Enrollment Claim Preparation	Brokerage Marketing Group Billing Individual Billing Commission Distribution Call Center Enrollment Claim Adjudication	Case Implementation Group Billing Individual Billing Multi-Company Billing Commission Distribution Call Center Enrollment Medical Underwriting Claim Adjudication	Notification of Rights Eligibility Verification Individual Billing Commission Distribution Call Center Enrollment Claim Adjudication
Key Carriers & Clients	Securian, Voya, Hartford, New York Life, AIG, MetLife, Chubb	Hartford	Chubb, New York Life, Allstate, Liberty Mutual, Fidelity Life Association	Hartford, Securian, Aetna, AFLAC, Prudential, MetLife



# Insurance Company Partnerships

SelmanCo has established strategic and beneficial relationships with nationally recognized, quality insurance companies.

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Our strength, leadership and execution are widely recognized and valued by many of the world's largest and most financially secure insurance companies.



# Our Insured Customers



EMPLOYEES  
WITH  
BENEFITS  
OFFERED  
THROUGH  
WORK



CUSTOMERS  
OF BANKS



MEMBERS  
OF CREDIT  
UNIONS



MEMBERS OF  
ASSOCIATIONS  
OR AFFINITY  
GROUPS



CUSTOMERS  
OF  
INSURANCE  
COMPANIES



# Affinity

SelmanCo works with Carriers to provide value-added insurance plans for members of affinity groups and customers of financial institutions.

Carriers rely on SelmanCo as an extension of the company to provide various administrative functions to the groups.

Group  
Coverage

Billed  
Individually

Requires  
Target  
Marketing

Wide  
Variety of  
Plan  
Designs

Requires  
Customized  
Solutions

**Affinity plans have unique features that are well-suited to SelmanCo's administrative capabilities.**



# Military Medical

## The TRICARE Supplement and CHAMPVA Supplement are our key insurance products in this Business Unit.



### GEA CHAMPVA Supplement Plan

#### GET THE PROTECTION YOU MAY NEED, AT A COMPETITIVE PRICE.

The GEA CHAMPVA Supplement Plan, when combined with your CHAMPVA benefits, is designed to provide you with the protection you need when you need it. The plan will pay your cost share for both covered inpatient and outpatient medical expenses after you satisfy the calendar year plan deductible of \$250 per person, \$500 family maximum. Take a moment now to read the details below. Then enroll today to give your family the additional protection of the GEA CHAMPVA Supplement Plan that complements your CHAMPVA benefits.

#### Plan Sponsor: Government Employees Association (GEA)

The Government Employees Association is a non-profit, tax-exempt organization, incorporated in 1965 in Washington, D.C. GEA was established to provide active and retired federal, state and local government employees (including members of the military and National Guard services) with a network of resources.

#### Important Notice

This coverage is available to GEA members and their dependents. If you are not already a GEA member, please complete the enclosed GEA membership application. The \$24.00 per year membership dues will be added to your insurance premium according to the payment option you select. Continued membership and benefit enjoyment requires renewal of membership upon expiration of the initial period. For additional inquiries, call Selman & Company, the plan administrator, toll-free at 1.800.636.2610.

#### Eligibility

Eligible "Spouse" means your spouse who is under age 65 and a CHAMPVA benefits recipient, but not a spouse from whom you are legally separated or divorced. "Spouse" also means widow(er) if he or she is a member of the Participating Organization. Spouses over age 65 are also eligible if documentation from the Social Security Administration certifying their non-entitlement to Medicare Part A benefits is submitted with their enrollment form. Eligible dependent and unmarried children under age 18 (23 if a full-time college student) may also enroll. Individuals who are Medicare beneficiaries may not enroll in the CHAMPVA Supplement Plan.

#### Effective Date

Coverage for dependents becomes effective on the first day of the month following receipt of your Enrollment Form and first premium payment.

#### Covered Dependent Effective Date

Subject to the Deferred Effective Date provision, an Eligible Dependent will become covered by the Policy on the Certificate Effective Date that first shows coverage for him or her. Your coverage is shown on your Schedule of Insurance. Newborn children not named in your enrollment form are automatically covered from birth for injury or sickness, including treatment of congenital defects and birth abnormalities, for 31 days. You must notify the Plan Administrator in writing and pay the additional premium due within 31 days of birth for coverage to continue beyond this period. Insured children who are incapable of self-sustaining employment because of mental retardation or physical disability – and who are unmarried and chiefly dependent on the insured member for support and maintenance – may continue coverage past policy age limits, with requested proof. Otherwise, each dependent child's insurance terminates on the premium due date following the date he or she is no longer a dependent.

#### Deferred Effective Date

If on the date that an Eligible Dependent is to become covered under the Policy he or she is confined in a Hospital, coverage of such person will be deferred until the first day after he or she is discharged.

#### Renewability

Your coverage is renewable to age 65. As long as premiums are paid on time, everyone remains eligible, the Master Policy remains in effect, and GEA membership remains current, no one can be individually canceled. So even if you or a covered dependent develops a serious health condition in the future, the coverage will not terminate, provided these four conditions are met.

#### Pre-Existing Conditions Limitations

Any injuries or sickness whether diagnosed or undiagnosed, for which a covered person received medical care or treatment within the month period preceding the effective date of his or her insurance will not be covered until the coverage has been in effect for 12 months. However, new conditions will be covered immediately.



## TRICARE SUPPLEMENT INSURANCE



- Military Retirees
- Qualified National Guard and Reserve Members

**SelmanCo**

### What is TRICARE SUPPLEMENT INSURANCE?

TRICARE Supplement Insurance is a voluntary insurance plan designed to wrap around TRICARE to help you save on your healthcare expenses.

#### Who is Eligible for TRICARE Supplement Insurance?

- Retired uniformed services members and reservists who are eligible for TRICARE, but not eligible for Medicare and under age 65, including, but not limited to:
  - Military retirees who are entitled to retiree, retiree or equivalent pay.
  - Retired Reservists enrolled in TRICARE Retired Reserves (gray area retirees).
  - Retired Reservists between the ages of 60 and 65 and entitled to retiree pay.
  - Spouses and surviving spouses of retired uniformed services members.
  - Qualified National Guard and Reserve members; TRICARE Reserve Select (TRS).

#### Product Highlights:

- Covers cost shares and co-pays (including prescription drugs)
- Covers a portion of your TRICARE deductible, in some cases up to 100%
- No pre-existing condition clause
- Covers excess charges up to the legal limit
- Guaranteed acceptance
- No medical examination required to apply

#### What is Covered?

To be a covered expense, the expense must be incurred for the sole purpose of treating a covered person's injury or sickness and must be prescribed by an attending physician (except for routine nursing services). The covered expense must meet such additional requirements as detailed in your Certificate of Insurance.

TRICARE and the TRICARE Supplement are separate plans. However, TRICARE Supplement Insurance may help to maximize your TRICARE benefits and maximize your out-of-pocket expenses. Not all services and expenses are covered by TRICARE and TRICARE Supplement Insurance.

#### Notify TRICARE Benefits Eligibility

To verify your eligibility for TRICARE benefits, contact the Defense Enrollment Eligibility Reporting System (DEERS) at the following toll free number: 1-800-538-9553 or update your contact information online at: [www.deers.military.gov](http://www.deers.military.gov)

#### \*Exemptions to Age 65 Eligibility Rule

- Employer and/or spouse age 65 or older but not eligible for Medicare: These individuals must provide Selman & Company with a copy of the Social Security Administration's "Notice of Disallowance."
- Employer and/or spouse age 65 or older but reside overseas: Once an individual is insured outside of the United States of America (three individuals are eligible to enroll in the TRICARE Supplement Plan). However, these individuals must be entitled to Medicare Part A and enrolled in Medicare Part B.

#### Enrollment an TRICARE Supplement optional program. To enroll, you must complete a payrol form or a TRICARE enrollment form your eligible for TRICARE.

There may be additional TRICARE requirements. Please visit [www.tricare.mil](http://www.tricare.mil) for more information. TRICARE Supplement Insurance is not considered a primary health insurance plan.

#### Enrollment Kit

- Certificate of Insurance
- Identification Cards
- Claim Forms
- Information on how to submit claims
- Login instructions to eService website

#### Dependent Eligibility

Coverage is extended to your unmarried dependent children under age 21 (23 if a full-time student) or under age 24 if enrolled in TRICARE Young Adult (YA) program. Incapacitated dependents may continue coverage past policy age limits as long as TRICARE continues.

Supplement coverage does not automatically terminate for children until age 24. Selman & Company will continue to carry the dependent coverage unless the Employer and/or Employee requests the termination.

TRICARE eligible employees have the freedom to choose an alternative to employer sponsored health plans.

## ? WHO

- Active, retired, reserve military personnel
- Spouses, dependents
- Depends on eligibility requirements

## ? WHY

- TRICARE Supplement wraps around a TRICARE coverage entitlement so that in most cases, the insured person will obtain 100% reimbursement for out-of-pocket expenses not paid for by TRICARE.
- CHAMPVA Supplement is for the spouses of veterans who receive medical care through the VA.

## ? HOW

- Both supplement plans are marketed, brokered, and administered by SelmanCo.
- Product variants are sold through three channels: Employers, Affinity Groups, and Direct-to-Consumer



# Employer Supplemental Benefits



EMPLOYERS OFFER  
SUPPLEMENTAL  
BENEFITS



WHY?



SELMANCO SERVES THE  
EMPLOYER, BROKER, OR CARRIER



RESULT

- **ALSO KNOWN AS:**

Voluntary Benefits  
Worksite Benefits  
Fringe Benefits

- **EXAMPLES:**

ID Theft  
Accidental Death  
Long Term Care  
Voluntary Pet Insurance  
Dental  
Legal Assistance  
Term Life/Whole Life  
Gap Medical

- **FOR EMPLOYEES:**

Provides added value and  
compensation

- **FOR EMPLOYERS:**

Helps recruit and retain good  
employees

- **FOR CARRIERS &  
BROKERS:**

Generates revenue

- **HOW:**

- Administration (Enrollment, Billing & Collection, Customer Service, Claims, etc.)
- Benefits Services (Simplified Reconciliation of Billing Payments, Self-Payment Options, Distribution of All Funds)
  - Combined Billing
- Client Relationship Management
- Seamless Systems Integration
  - Compliance

Portfolio of Best-In  
Class Products That Are  
Easy to Manage



# Administrative Capabilities

- Together, 3 core systems serve as the center of SelmanCo's administrative functionality that may be deployed to support a carrier's administrative needs
  - Currently administering cases from 2 – 200,000 EEs

Administrative capabilities provided to voluntary benefit carriers can be classified in the following ways:



## Full Service Administration

Actuarial and Filing Management  
Case Underwriting and Case Set-up  
New Business Processing, Underwriting and Policy Issue  
Deduction Management and Billing & Collection  
Commission Processing and Payment  
Customer Service  
Claims



## Partial Service Administration

Case Set-up  
New Business Processing  
Payroll Deduction Management  
Billing & Collection Reconciliation  
Commission Processing and Payment  
Remittance



## Combined/Single Source Billing Administration

Case Set-up  
Payroll Deduction Management  
Billing & Collection  
Reconciliation  
Remittance



# Outsourcing

Insurance companies and Employer group clients contract with SelmanCo to manage a complex array of insurance programs.

These administrative services are typically not core to their business objectives.

Administrative outsourcing allows them to focus on areas of their business that directly contribute to their success.

## CATEGORIES OF OUTSOURCING SERVICES

- Front End Notification (File Feeds)
- Application Request Fulfillment
- Application Processing & Eligibility Verification
- Premium Billing/Collection & Carrier Remittance
- Coverage Administration
- Financial Reporting



### Examples :

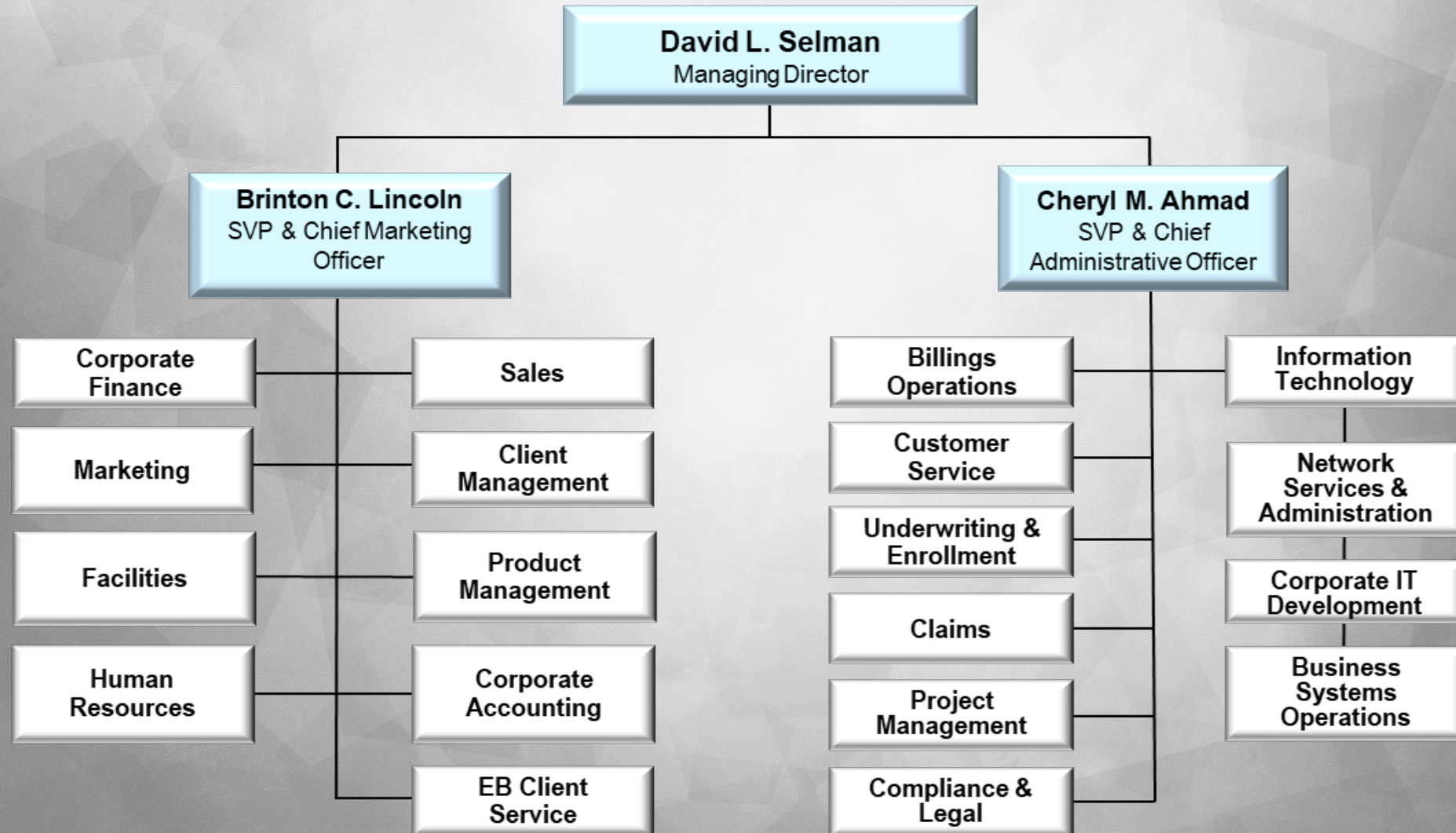
- Life Portability
- Life Conversion
- Long Term Disability Conversion
- Supplemental Term Life
- Direct Bill/List Bill
- Long Term Care
- Critical Illness

DOWNLOAD

Critical Illness Portability Form



# Organizational Chart





## Demand the Extraordinary

- Contact our sales team to discuss how we can help your organization reduce cost or boost revenues with insurance administration solutions.
- If you're ready to shine as a star performer, contact our human resources group.
- For extraordinary insurance administration, choose SelmanCo.