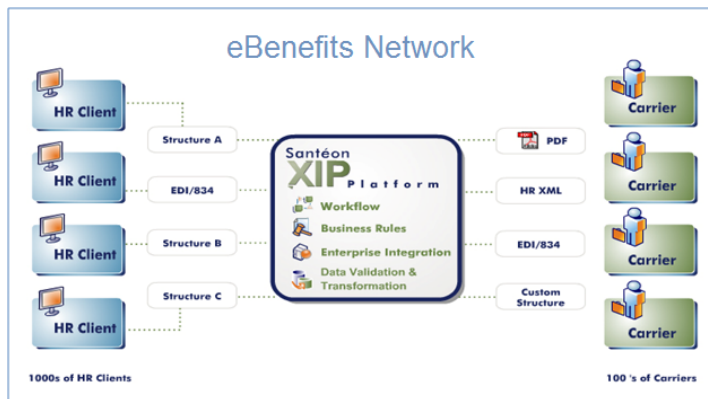




Service Description

The Santeon eBenefits Network (eBN) is a unique Web-based business process management (BPM) solution that securely transforms and exchanges enrollment data between employer HRIS, payroll or online benefit enrollment systems and all of the benefits carriers in the carrier-preferred formats.



eBN is...

Flexible - meets the needs of any business model.

Fast - carrier connections within 60 days in most cases.

Reliable, high quality - Six Sigma process design and control.

Cost-effective - BPM technology, optimized processes and scale economies.

eBN Key Capabilities:

Large carrier network -- Supports about 300 carriers and other benefit providers for core (medical, dental, prescription drug, vision), Basic (Life, AD&D, STD, LTD, etc.), Voluntary (Long Term Care, etc.) and Contributory (Retirement, 401k, FSA, etc.) plans.

Supports all data formats -- Supports all data formats required by benefits providers, carriers and HRIS systems, including: ASCII, XML, ANSI X12 834 standard (HIPAA).

Supports multiple deployment models -- Supports employer systems regardless of how or where they are deployed: on-premise, hosted and SaaS.

Security and Privacy -- Secures employee data with secure FTP (SFTP) and secure socket layer (SSL) Internet protocols, PGP encryption standards, and authentication certificates. Technology, policies and procedures are compliant with HIPAA privacy mandates and other relevant regulations and standards.

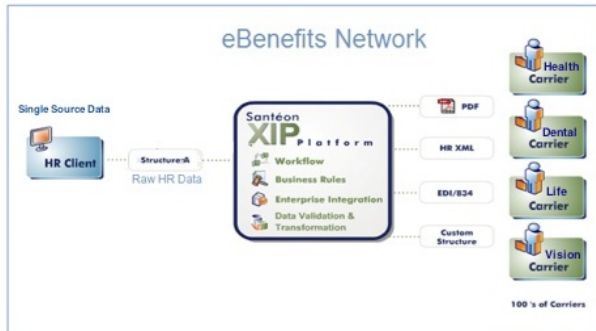
Automatic Scheduling -- Extracts the benefits data from the employer's system and transmits it to the carriers on the schedules determined by each carrier. Scheduled data feeds ensure that all relevant information is consistently communicated to benefits providers.

Carrier Relationship Management -- Works with the benefit carriers on behalf of each employer, handling all of the carrier communication, scheduling, testing, and task tracking.

Email-based communications -- Uses email to communicate during the set-up process, and to provide automatic transmission confirmations and status messages.

Web-based technology -- Does not require complex technology or IT support, just a high-speed Internet connection.

How Does The Santeon eBenefits Network Solution Work?

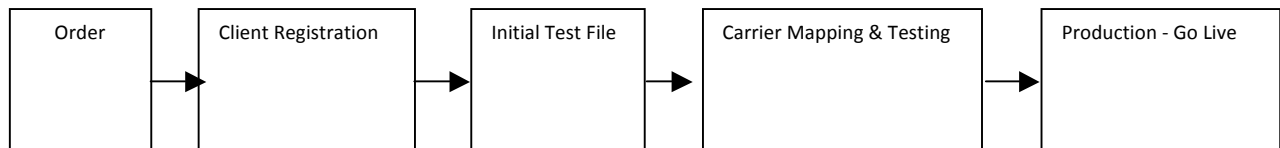


The eBN Client Software Utility resides with the employer's HRIS, payroll or enrollment system. The utility gathers the data stored in the employer's database and transmits it to the eBN central servers via the Internet using secure, encrypted transmission protocols. The utility triggers data transmissions at scheduled intervals to keep the carriers informed of any additions, deletions, or changes in employee enrollments.

The eBN centralized XIP process automation server handles the bulk of the work. The server receives the data transmissions from the client utility, and temporarily stores the data in a secure repository. Dispatch confirmations and status messages are sent to the employer. The server maintains a library of carrier data specifications and protocol requirements. The server carries out the complex data translations and transmits the properly formatted and secured electronic data to the carriers.

The eBN CRM Portal allows you to track all communication between eBN personnel and your clients, and to facilitate collaboration between you, eBN and the carriers. Through the portal you can register new clients, and access client communication logs and information about supported carriers.

The Carrier Set-Up Process -- Setting up new employers and carriers onto eBN is a general five-step process, managed by Santeon, and customized as you may require.



Learn More

Request a free Santeon eBenefits Network presentation.

Visit -- <http://www.santeon.com/eBN>

Call -- 1-800-788-5187

Email -- eBNinfo@santeon.com