

Customer Focused,
Technology Driven

Our Goals

- To provide innovative, cost-effective benefits administration.
- To exceed the expectations for personal service in every case.
- To deliver a customized benefits program to each client.
- To ensure compliance with all government and industry regulations.
- To offer state-of-the-art benefit systems technology.



911 Ridgebrook Road
Sparks, MD 21152

8400 Corporate Drive
Suite 430
Landover, MD 20785-2361

For Additional Information

Please browse our website at www.associated-admin.com to learn more about us. Our Marketing Department is available to discuss your particular needs by calling toll-free at (866) 323-1551 or email us at solutions@associated-admin.com.

Thank you for considering
Associated Administrators, LLC.



Member:
International Foundation
EDUCATION - BENEFITS • COMPENSATION



Defining Excellence in
Benefits Administration
Since 1972

www.associated-admin.com





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Our Staff Is **Customer Focused**

We pride ourselves on the experience, insight and reputation of our employees.

Our services include:

- **Dedicated** account executives for personal attention to each client.
- **Knowledgeable** call center representatives for friendly assistance and delivery of benefit information, including in-person service (over 24,000 member calls and walk-ins monthly).
- **Accurate and efficient** claims processing and enrollment management (more than 51,000 medical and disability claims processed monthly).
- **Timely** issuance of over 25,000 pension checks monthly.
- **Coordinated** oversight of providers (Rx, dental, vision, care management, preferred medical service providers).
- **Superior** communication to participants (we produce and mail Summary Plan Descriptions, customized quarterly newsletters, compliance notifications).
- **Complete** compliance monitoring program (COBRA, HIPAA, FMLA, PPACA).
- **Flexible and Comprehensive** reporting to Trustees (full array of accounting and financial reports customized for each client).
- **Best-in-class** appeals process.
- **Competitive** rates.

Our Company Is **Technology Driven**

Associated is committed to the investment in cutting-edge technology resources.

We offer:

- **State-of-the-Art Claims & Eligibility Software** – for auto adjudication of claims, customized calculations and processes.
- **Automated Benefit Information System** – 24/7 phone access to benefits information.
- **NETime Internet Tool** – 24/7 online access to contributions, beneficiaries, claims, eligibility, disability, retirement, retiree health and pension information.
- **Member-Friendly Website** – 24/7 access to benefit information, client and provider links, and downloadable forms.
- **Advanced Phone System** – Voice over Private Internet (VoPI) network, automatic call distribution, detailed queue reporting, secure data connections, and disaster recovery.
- **Well-planned Technology Investment** – to anticipate upgrades and developments in the industry.

About Us

Associated Administrators has defined excellence in benefits administration since 1972. Through our history and experience, we are uniquely positioned to offer a full spectrum of benefit services. Our investment in the latest technology enables us to tailor a program to meet the needs of each client. Our systems are engineered to handle every detail of the increasingly complex employee benefits landscape – and just as critical, our service representatives are friendly and well-versed, in order to provide genuine assistance.

Associated is one of the largest and oldest independent third party administrators on the East Coast. We have two Maryland locations serving a client base including, but not limited to, over 60 Taft-Hartley Funds. Our clients are well established in industries such as grocery stores, building trades, and the private sector. We currently administer plans covering in excess of 222,000 lives under health and welfare, pension, annuity, severance, legal, vacation, apprenticeship training, and scholarship plans.

