



FIRST RELIANCE[®]

BANK

Management Meeting



CLARKE & COMPANY
BENEFITS LLC

Presented by: Clarke & Company Benefits, LLC
Norman Clarke, Principal
Edwin Croft, Senior Advisor
Amy Colgate, Account Manager



CLARKE & COMPANY
BENEFITS LLC

 **Clarke & Company Benefits**
Established in 1996

 **Employees**
13 Full Time, 8 Part time. All focused on benefits. Footprint of Columbia, Florence & Greenville

 **Brokerage Size**
One of the largest independent employee benefit brokerage firms in South Carolina

 **Clients**
Over 350 corporate clients served

 **Large Group Clients**
Over 350 corporate clients, 68 clients 50+, 32 clients 100+



Norman Clarke
Team Lead

Started C&C in 1996.

Clients: First Community, First Palmetto, CAHEC Management

Edwin Croft
Benefit Advisor

Joined C&C in 2003.

Clients: Carolina Bank, McEntire Produce, Systemtec, HopeHealth
BCBS President's Honor Council
UHC Broker Advisory Council



Meet our First Reliance team



Derek Hemmingsen
Benefit Advisor - Florence

Joined C&C in 2015.

Clients: Cantey Foundation,
Charles Ingram Lumber,
Sparrow Kennedy

Amy Colgate
Account Manager

Joined C&C in 2013.

Experience: 21 years employee
benefits experience





Bank Clients

**Bank of
TRAVELERS REST**

SINCE 1946

Member FDIC

Client Since 2010



First Community Bank

Client Since 2013



CAROLINA BANK

Building on tradition since 1936

Client Since 2014



CSB

COASTAL STATES BANK

Client Since 2016



ENTERPRISE BANK

OF SOUTH CAROLINA
SINCE 1920

Client Since 2020



**FIRST
PALMETTO
BANK**

Client Since 2021

Bank
Clients



Corporate Clients

Corporate
Clients



CAHEC
Management, Inc.





Carrier Partnerships

(Medical)

Carrier
Partnerships
(Medical)





UnitedHealthcare®

C&C is one of six brokerage firms in SC that has
access to UHC in the 100+ market

Carrier
Partnerships
(Medical)



Carrier Partnerships

(Ancillary Relationships)

Carrier
Partnerships
(Ancillary
Relationships)





Carrier
Partnerships
(Ancillary
Relationships)



Renewal & Marketing

Mid-Year Review

Decision Master Warehouse or carrier claims package and how plan is running over the renewal period (not calendar year). Assess marketing plan as to renewal and whether we put group out to market.

June - July

Underwriting Review

Work with carrier partners on renewals for January. If going to market get the RFP out by end of August. Assess renewal % with carrier.

August

Renewals & Quotes

Receive renewals and any quotes and review and prepare for renewal meeting. Make carrier and/or plan design changes and start to prepare for open enrollment.

August - September

Designing for Open Enrollment

Design new benefit guides, covers, web materials and videos for open enrollment. Record benefits webinar for online. Make changes with ben-admin systems and schedule on-site meetings.

September - October

Open Enrollment

Open enrollment starts and deliver guides, web-materials, our virtual toolkit, and assist & conduct on-site meetings.

October – Early November

Open Enrollment Audit

Open enrollment audit to verify changes, assist in payroll deductions changes, and work to make sure file feeds are sent to carrier by due date of our timeline.

November – Early December

Bill Audit

Some clients want a January bill audit to confirm everything is correct and we perform that.

Mid-January

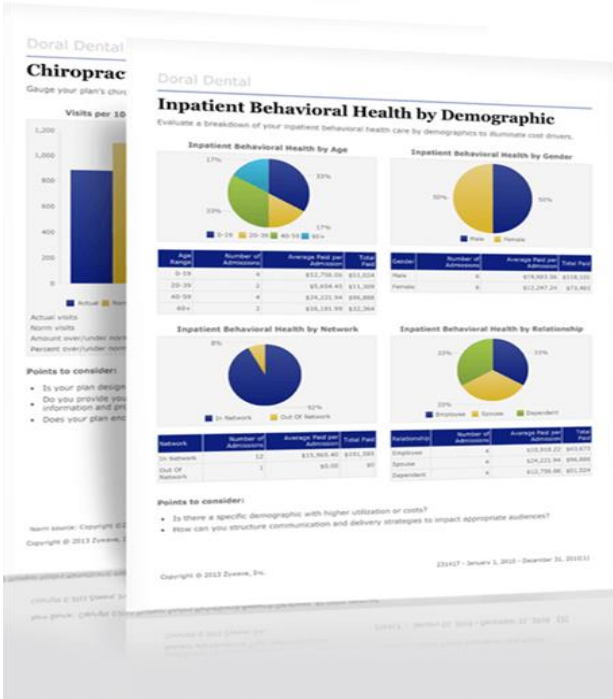
Decision Master Warehouse



Data Collection



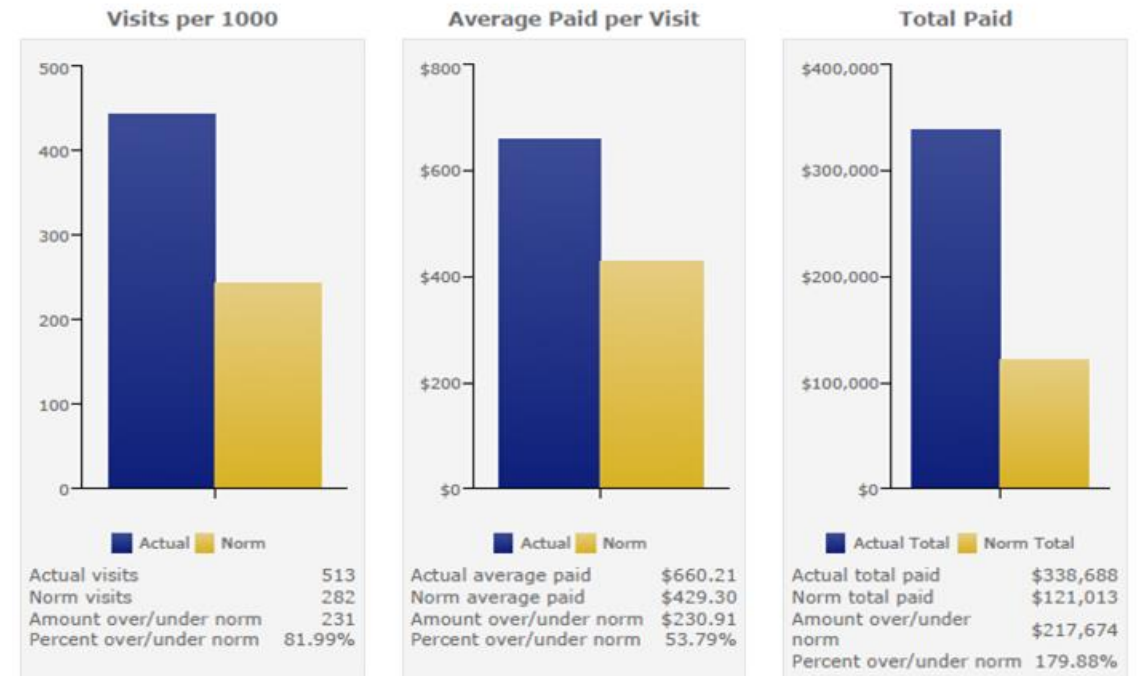
Clarke & Company Benefits works with several carrier partners to share information between the carrier and Decision Master Warehouse: our data tool.



Our sophisticated analytics help us dig deep into your real claims data to isolate specific cost drivers that we can address with targeted solutions in order to help manage high health care costs.

Emergency Room Visits

Gauge your plan's emergency room utilization and costs compared to that of your peers. For this report, the data includes claims that took place in an emergency room setting or included emergency room procedure coding.



Ongoing Evaluation



The screenshot shows a software interface with a 'Context filter' section containing two dropdown menus: 'Emergency Room' and 'Ear, Nose, Mouth and Throat'. Below this is a table with the following data:

Charges per Person	Charges per Visit	Paid per Person	Paid per Visit
\$749.84	\$681.67	\$103.20	\$93.82
\$987.83	\$868.09	\$445.78	\$391.74
\$715.68	\$715.68	\$324.89	\$324.89
\$877.48	\$788.25	\$307.38	\$276.12

Once we have your first report, we can run data every six months to see the impact that any action plan put in place has on your claims and utilization. Even if you switch carriers, your prior carrier information will remain in our system.



Account Management

Our account management process is team-based.

Each client is assigned an account manager as well as a CSR to assist in the day to day issues that come up, such as employee claims, billing issues, eligibility issues, ben-admin assistance and much more.

- **Virtual Enrollment Toolkit:** Everything needed for your open enrollment season. Custom websites, video, graphics, emails, posters all designed to make clients look like OE pros.
- **ThinkHR Access:** Access to our online HR tool with access to learn, live, insight, and comply.
- **Statewide on-site presence:** The First Reliance team at Clarke & Company is available for on-site meetings, assistance with individual plans & Medicare eligibility and overview, and to help employees with their employee benefits
- **Support Team**
 - Video
 - Graphics design
 - ThinkHR assistance
 - Employee satisfaction and benefit surveys

Account Management

Broker Team Duties

Broker Team

- Employee education
- Total compensation
- Guide development
- Open enrollment lead
- Compliance guidance
- Renewal marketing and analysis
- Claims analysis

Team-Based

FRB Team (FRB team of 65 years experience)

Account Team

- Account Manager
- Account Co-ordinator

Broker Team

- Team Lead
- Advisors

Compliance

Account Team

- ERISA
 - ◆ Documents
 - ◆ 5500
- ACA
 - ◆ Affordability
 - ◆ 1094/1095 assistance
- Billing & Audit issues
- Working with employees on claims/eligibility/OE enrollments

Account Team Duties

Account Team

- Day to day account issues
- Eligibility issues
- Ben-admin set up and maintenance
- Claims Resolution
- Billing & Audit issues
- Working with employees on claims/eligibility/OE enrollments
- ThinkHR assistance



Transition Plan

Transition Plan



Phrase of the Day: Move Fast

Action Items: Onboarding, Renewal, Ben-Admin, Open Enrollment



Onboarding

3 week process, information gathering, ThinkHR, our communication campaigns. Since so close to open enrollment we can combine communication and OE and shorten process.



Renewal

Met with BCBS underwriting team in early August on all January renewals. Most renewals will be wrapped up by end of September. Some have already renewed, others that are going to market will be out to carriers by end of next week.

Transition Plan



Ben-Admin System

Beacon is a very limited platform. Would prefer different platform and we don't write through a general agency so they will turn that off. Most robust platform is a minimum 60 day window to get up and running.

This needs to start early Sept. to have time to populate and get up and running for the open enrollment.



Open Enrollment

Would plan on OE last part of October/Early November. We have our new virtual tools coming out in end of August. Would build this out, new guide, and a First Reliance benefits site.

Have all of this ready to go by end of September.



Post-Open Enrollment

Carrier feeds, payroll integration, deductions, audits.
December.

Transition Plan Links

Think HR

HR/Compliance/LMS: <https://clarkebenefits.com/thinkhr/>

Open Enrollment

Virtual OE Tools: <https://clarkebenefits.com/frb-oe-2/>

First Reliance Benefits Website

<https://clarkebenefits.com/frbenefits-com/>

FRB Onboarding

Onboarding process: <https://clarkebenefits.com/frb-onboarding/>



Benefit Administration Systems

Benefit
Administration
Systems



Empow*i*HR

The background features a white central area with four large, triangular shapes pointing towards the center. The top-left and bottom-right triangles are dark blue, while the top-right and bottom-left triangles are bright yellow.

Full Ben-Admin Reporting Capabilities



Full Reporting Capabilities



Payroll Integration



Cobra Integration



1094/1095 Dropdown Plan



Employee Portal/Admin Portal

Full
Reporting
Capabilities



First Reliance Benefit Plan Analysis

Medical Plan Analysis



Gold & Silver Plan are very close in benefits



Plan differential of \$1,000 deductible is less than cost difference to employees



Ded/Coins analysis for plan design utilization and Health Reimbursement Account (HRA) Purposes



Analyze Ded/Coins report on HDHP to see differential on setting proper deductible

Plan Differentials Gold & Silver

Gold		Silver		Difference
\$1,000	Deductible	\$2,000		\$1,000
\$7,900	Max. Out of Pkt	\$7,900		\$0
90/10	Coinsurance	80/20		10%
\$20/40	Office Copay	\$40/60		\$20
15/40/70	Rx Copay	15/40/70		\$0
\$1,079	Employee Cost	\$0		\$1,079
\$7,702	E/S Cost	\$5,774		\$1,928
\$5,058	E/C Cost	\$3,472		\$1,586
\$11,690	Family Cost	\$9,246		\$1,586

Analysis

Need to evaluate the Gold Plan Ded/Coins Report

Main Difference is deductible & Coins % and savings on plan design is greater than deductible cost

				Total Cost for Different Procedure Costs				
Gold					Silver			
\$15,000	\$20,000	\$30,000	\$100,000	Surgery	\$15,000	\$20,000	\$30,000	\$100,000
\$1,000	\$1,000	\$1,000	\$1,000	Deductible	\$2,000	\$2,000	\$2,000	\$2,000
\$14,000	\$19,000	\$29,000	\$99,000	Balance	\$13,000	\$18,000	\$28,000	\$98,000
\$12,600	\$17,100	\$26,100	\$92,100	BCBS Coins	\$10,400	\$14,400	\$22,400	\$92,100
\$1,400	\$1,900	\$2,900	\$6,900	Employee Coins	\$2,600	\$3,600	\$5,600	\$5,900
				Employee Cost	\$4,600	\$5,600	\$7,600	\$7,900
\$2,400	\$2,900	\$3,900	\$7,900	Total Emp D+Coins	0	0	0	0
\$1,079	\$1,079	\$1,079	\$1,079	Premium	\$4,600	\$5,600	\$7,600	\$7,900
\$3,479	\$3,979	\$4,979	\$8,979	Cost +Premium	(\$1,121)	(\$1,621)	(\$2,621)	\$1,079
				E/S Cost				
\$2,400	\$2,900	\$3,900	\$7,900	Total Emp D+Coins	\$4,600	\$5,600	\$7,600	\$7,900
\$7,702	\$7,702	\$7,702	\$7,702	Premium	5774	5774	5774	5774
\$10,102	\$10,602	\$11,602	\$15,602	Cost +Premium	\$10,374	\$11,374	\$13,374	\$13,674
				Cost Difference	(\$272)	(\$772)	(\$1,772)	\$1,928
				E/C				
\$2,400	\$2,900	\$3,900	\$7,900	Total Emp D+Coins	\$4,600	\$5,600	\$7,600	\$7,900
\$5,058	\$5,058	\$5,058	\$5,058	Premium	3472	3472	3472	3472
\$7,458	\$7,958	\$8,958	\$12,958	Cost +Premium	\$8,072	\$9,072	\$11,072	\$11,372
				Cost Difference	(\$614)	(\$1,114)	(\$2,114)	\$1,586
				Family				
\$2,400	\$2,900	\$3,900	\$7,900	Total Emp D+Coins	\$4,600	\$5,600	\$7,600	\$7,900
\$11,690	\$11,690	\$11,690	\$11,690	Premium	9246	9246	9246	9246
\$14,090	\$14,090	\$15,090	\$19,090	Cost +Premium	\$13,846	\$14,846	\$16,846	\$17,146
				Cost Difference	\$244	(\$256)	(\$1,256)	\$2,444

Maximum Exposure vs. Cost for Meeting One Maximum			
		Employee	
	Gold	Silver	Bronze
	\$7,900	\$7,900	\$6,200
Cost:			
Single	\$1,071	\$0	0
Max Cost	\$8,971	\$7,900	\$6,200
Potential Savings		\$1,071	\$1,700
		E/S	
	Gold	Silver	Bronze
	\$7,900	\$7,900	\$6,200
Cost:			
Single	\$7,702	\$5,774	3044
Max Cost	\$15,602	\$13,674	\$9,244
Potential Savings		\$1,928	\$4,430
	Gold	Silver	Bronze
	\$7,900	\$7,900	\$6,200
Cost:			
Single	\$5,058	\$3,472	1382
Max Cost	\$12,958	\$11,372	\$7,582
Potential Savings		\$1,586	\$3,790
		Family	
	Gold	Silver	Bronze
	\$7,900	\$7,900	\$6,200
Cost:			
Single	\$11,690	\$9,246	\$5,550
Max Cost	\$19,590	\$17,146	\$11,750
Potential Savings		\$2,444	\$5,396

Maximum Exposure vs. Cost for Dependent Coverage Meeting Maximum				
			E/S	
	Gold		Silver	Bronze
	\$15,800		\$15,800	\$12,400
Cost:				
Single	\$7,702		\$5,774	0
Max Cost	\$23,502		\$21,547	\$15,444
Potential Savings			\$1,928	\$6,130
			E/C	
	Gold		Silver	Bronze
	\$15,800		\$15,800	\$12,400
Cost:				
Single	\$5,058		\$3,472	1382
Max Cost	\$20,858		\$19,272	\$13,782
Potential Savings			\$1,586	\$5,490
			Family	
	Gold		Silver	Bronze
	\$15,800		\$15,800	\$12,400
Cost:				
Single	\$11,690		\$9,246	\$5,550
Max Cost	\$27,490		\$25,046	\$17,950
Potential Savings			\$2,444	\$7,096

Deductible & Coinsurance Report

Relationship	Billed	Allowed	Paid	Deductible	Coinsurance	Copayment	Out of Pocket	Ded+Coins Emp.	Claim After Ded.	Medical Claim	HRA Cost
Employee	\$588	\$349	\$20	\$259	\$0	\$70	\$329				
Employee	\$18,330	\$10,530	\$5,744	\$2,500	\$1,960	\$326	\$4,786	\$4,460	\$6,533.10	\$9,033	\$1,500
Employee	\$2,590	\$774	\$232	\$425	\$2	\$116	\$542				
Dependent	\$1,343	\$571	\$340	\$146	\$0	\$85	\$231				
Dependent	\$8,198	\$3,383	\$858	\$2,275	\$172	\$78	\$2,525				
Spouse	\$177	\$160	\$160	\$0	\$0	\$0	\$0				
Employee	\$7,434	\$2,498	\$523	\$1,890	\$0	\$85	\$1,975				
Employee	\$3,128	\$1,119	\$617	\$109	\$0	\$393	\$502				
Employee	\$32,536	\$15,039	\$8,919	\$2,589	\$17	\$3,514	\$6,120	\$2,605	\$55.50	\$2,644	\$144
Employee	\$37,513	\$23,847	\$18,300	\$2,500	\$2,605	\$441	\$5,547				
Employee	\$438	\$301	\$297	\$0	\$0	\$4	\$4				
Employee	\$37,951	\$24,148	\$18,597	\$2,500	\$2,605	\$445	\$5,551	\$5,105	\$8,684.07	\$11,184	\$1,500
Employee	\$1,567	\$474	\$29	\$365	\$0	\$35	\$400				
Employee	\$1,567	\$474	\$29	\$365	\$0	\$35	\$400				
Spouse	\$24,728	\$18,275	\$13,128	\$2,514	\$2,530	\$103	\$5,147	\$5,044	\$8,432.67	\$10,947	\$1,500
Employee	\$2,109	\$1,001	\$860	\$30	\$0	\$111	\$141				
Employee	\$26,836	\$19,276	\$13,988	\$2,544	\$2,530	\$214	\$5,288	\$5,074	\$8,432.67	\$10,977	\$1,500
Employee	\$20,618	\$5,747	\$3,200	\$1,135	\$1,172	\$239	\$2,547				
Employee	\$20,618	\$5,747	\$3,200	\$1,135	\$1,172	\$239	\$2,547				
Employee	\$10,414	\$2,603	\$1,817	\$290	\$0	\$496	\$786				
Employee	\$10,414	\$2,603	\$1,817	\$290	\$0	\$496	\$786				
Employee	\$2,115	\$1,232	\$797	\$335	\$30	\$70	\$435				
Employee	\$2,115	\$1,232	\$797	\$335	\$30	\$70	\$435				
Dependent	\$138	\$45	\$10	\$0	\$0	\$35	\$35				
Employee	\$115	\$65	\$50	\$0	\$0	\$14	\$14				
Employee	\$253	\$110	\$60	\$0	\$0	\$49	\$49				
Employee	\$151	\$151	\$151	\$0	\$0	\$0	\$0				
Employee	\$151	\$151	\$151	\$0	\$0	\$0	\$0				
Employee	\$1,406	\$957	\$363	\$559	\$0	\$35	\$594				
Employee	\$1,489	\$448	\$216	\$127	\$0	\$105	\$232				
Dependent	\$878	\$432	\$109	\$217	\$0	\$105	\$322				
Employee	\$5,868	\$2,251	\$436	\$1,745	\$0	\$70	\$1,815				
Employee	\$6,747	\$2,683	\$545	\$1,963	\$0	\$175	\$2,138				
Employee	\$5,392	\$3,714	\$838	\$2,500	\$165	\$211	\$2,876	\$2,665	\$548.67	\$3,049	\$549

Dental Plan Analysis



Market Analysis for pricing & benefit comparison



Guardian advantage is roll-over amount that employees/dependents have accumulated

LTD Analysis



Consider going to class plan. Management and all others or set class



Look at own occupation period of disability. Management should have own occ to SSNRA , all others could be 2 year own occ.



Management plan would be mandatory gross up making a tax-free benefit. see chart



Management would be increased benefits, currently only insuring up to 180k in salary and consider 60% benefit



Benefit Guide says 66% of income but chart says 50%. Discrepancy here. At 66% of income replacement, income max would be 135k, at 50% income replacement would cover income up to \$180k



Benefit would be taxable, so benefit would be less than 50% income replacement, could consider going to 60%
✓ Management could be tax-free

LTD Taxable vs. Nontaxable					
50% Employer Paid			50% With Gross Up		
\$200,000		Salary		\$200,000	
\$100,000		LTD Benefit		\$100,000	
\$90,000		LTD Limit		\$90,000	
25%		Tax Bracket		25%	
\$0		Premium		\$75/month*	
22500		Tax Owed		\$0	
5625		Monthly Benefit		7500	
0		Wage Gross Up		\$900	
0		Tax on Gross Up**		\$315	
		Benefit Increase		33%	
*25% bracket					
**35% bracket					

Administrative Analysis



Examine on-boarding/election/open enrollment process to drive efficiency



Align proper ben-admin system for First Reliance. Beacon is basic, not much capability



Audit billing, list bill for ancillary could go to summary bill through ben-admin system

Links

Think HR

HR/Compliance/LMS: <https://clarkebenefits.com/thinkhr/>

Virtual Enrollment Toolkit: <https://clarkebenefits.com/open-enrollment-virtual-enrollment-toolkit/>

Open Enrollment

Virtual OE Tools: <https://clarkebenefits.com/frb-oe-2/>

Learning Management System: <https://clarkebenefits.com/thinkhr-learn/>

First Reliance Benefits Website

<https://clarkebenefits.com/frbenefits-com/>

Data Analytics: <https://clarkebenefits.com/dmw/>

FRB Onboarding

Onboarding process: <https://clarkebenefits.com/frb-onboarding/>

Clarke & Company, because the right relationship matters

to you, to your employees, and to First Reliance Bank



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