

Client and Customer Service

The goal of AEI's Client Service and Customer Service Departments is to provide district staff with the assistance necessary to ensure that school employees understand their plan features.

School administrative staff work directly with our Client Service Department. Client Service specialists provide liaison services by interfacing with internal claims and staff, ASBAIT trustees, and external vendors such as the prescription drug and utilization review programs. On-site presentations can be arranged to address specific benefit issues.

Customer service representatives are available to answer employee questions concerning benefits, coverage, and claim issues. When questions arise, the ASBAIT customer service staff is ready to assist.

Once the decision has been made to join ASBA's Insurance Trust, school administrators can be assured the transition from their current carrier to our trust will be carefully coordinated. A typical transition period can be accomplished within a 30 day period.



The Arizona School Boards Association Insurance Trust appreciates the opportunity to respond to your RFP requirements. Remember, ASBAIT offers comprehensive benefit plan options for medical, dental, vision, and life that are sure to meet your needs.

"Delivering a quality, financially stable employee benefit program designed to meet the needs of Arizona schools."

MISSION STATEMENT

The mission of the Arizona School Boards Association Insurance Trust (ASBAIT) is to set the standard for service, benefits, and affordability for the health care of Arizona's school employees and their dependents.

Plan Sponsor:

Arizona School Boards Association
Panfilo Contreras, Executive Director
Phone: (602) 254-1100

Administrator:

Administrative Enterprises, Inc.
Phone: (602) 789.1170 / (800) 762-2234

Preferred Provider Organization:

Blue Cross/Blue Shield of Arizona

Board of Trustees:

- Barbara Robey, Chairperson
ASBA Past President
- Karla Soto, Director of Finance
Nogales Unified School District
- Bill Christensen, Superintendent
Tolleson Elementary School
- Dr. Ron Richards, Superintendent
Pendergast Elementary School
- Richard Carino, Board Member
Santa Cruz Valley UHS
- Martie Payne, Board Member
Palominas Elementary School
- Charlotte Gates, Director of Business
Sahuarita Unified School District
- Kevin England, Superintendent
Solomon Elementary School
- Jerry Williams, Board Member
CAVIAT
- Camille Holden, Director of Business
Mohave Community College
- Linda Honahni, Board Member
Tuba City Unified School District



INSURANCE TRUST



Trust the People
Who Care for You



A product designed by and for the unique needs of the Arizona School Marketplace.

Serving Arizona Schools since 1981

www.asbait.com

Introduction to ASBAIT

The Arizona School Boards Association Insurance Trust (ASBAIT) was established in 1981. Its formation was in response to Arizona school administrators desire to obtain comprehensive health benefits at reasonable costs. Meeting the needs of employees and their dependents is at the core of ASBAIT's philosophy. These factors differentiate ASBAIT plans from commercial employee benefit programs making it the number one choice with Arizona schools.

Plan Administration



Administrative Enterprises, Inc. (AEI) is the organization responsible for claims administration, and is centrally located in Glendale, Arizona. AEI is a respected third party administrator that has served our state since 1985.

Claim processing time standards are strictly enforced. The claim processing turnaround is 10 days from the date of receipt, however AEI routinely surpasses this standard by providing a 5-7 day turnaround on clean claims.

Provider Network/Plan Benefits



The ASBAIT plan incorporates the Blue Cross/Blue Shield (BC/BS) of Arizona

PPO network as part of the plan design. BC/BS has been cultivating relationships with a wide range of health care providers in a long term effort to manage costs, assure quality providers and enhance client satisfaction.

PPO plan members can choose providers from the "Preferred Care" or the "Participating Only" list. Using providers out of network is also an option, however the benefits payable are lower and, therefore the costs to the member will be greater.

Health care plans are recommended and designed by the trustees. They are changed from time to time by the board based on member recommendations.



Caring Benefits from ASBAIT

These benefits are offered at no additional cost to the schools' employees as a commitment toward the well-being and health of member school employees and their families.

Wellness Program



- Stipend paid by ASBAIT to Wellness Coordinators for each participating member school district.
- Quarterly Health & Wellness Newsletter in English & Spanish — *"Well-Connected"*
- A newsletter for Wellness Coordinators *"Making a Difference"*
- A Health & Safety Tip of the Week
- *"Healthy U"* - a wellness incentive scorecard program with structured incentives
- Monthly information on National Health Campaigns
- Regional Wellness Luncheons for ASBAIT Wellness Coordinators

Employee Assistance Program



- Pre-Paid, confidential Benefit for ASBAIT employees and their family members
- Extensive Provider panel throughout Arizona
- Telephonic Access 24/7/365
- Up to 4 free, confidential counseling visits
- Employee Wellness & Supervisor Training Seminars
- Legal & Financial Counseling
- Childcare/Eldercare Referrals
- Balancing Work and Family

Nurse Line Program

24 Hour Nurse Line for Health Assistance and Education

Distinctions of ASBAIT

- 90% of every dollar is available to pay claims.
- Governed by a Board of Trustees comprised of school officials.
- Blue Cross/Blue Shield of Arizona provider network incorporated as part of the plan design.
- Quality customer service is our #1 priority.
- Over \$130 million of annual premiums.
- Over \$1 million returned to school districts as a rebate in 2007.
- Over 150 schools & colleges participating.
- Schools do not have to bid in order to participate.
- The plan is exclusively for the benefit of ASBA Members employees and their dependents.
- Cost containment features ensure coverage is provided to employees at a reasonable cost.
- Mobile Mammography
- Flu Shots
- The dental and vision plans allow you to choose your provider.
- The prescription drug card can be used at most pharmacies state-wide.
- Available only to public schools and community colleges within the state of Arizona.



ASBAIT Means Stability

- ✦ 1981-2008 27 years of service and savings
- ✦ 100% of our members renewed past 2 years
- ✦ Average renewal increases past 5 years under 3%
- ✦ Fully funded claim liability reserve
- ✦ All investment earnings help reduce rates