

Email message – March 25, 2021

TO: Certifying Officers, Human Resource Representatives, and Benefit Administrators

FROM: New Jersey Division of Pensions & Benefits

SUBJECT: New Jersey Division of Pensions & Benefits - Businessolver Inc. Partnership Education Group Overview Session Webinar - Attendance Required

The New Jersey Division of Pensions & Benefits has recently established a partnership with Businessolver; a leading SAAS company focused on delivering market-changing benefit administration technology supported by an intrinsic responsiveness to client needs.

Beginning on June 1, 2021, Businessolver will support online benefit enrollment services for all eligible Local and Education employees and their eligible dependents.

To begin the process, Businessolver will facilitate a Businessolver Partnership Education Group Overview Session Webinar.

At this session, Businessolver will cover the following topics:

Topics	Description
Implementation Overview and Scope of Partnership	<ul style="list-style-type: none">➤ Welcome to Businessolver!➤ Phases, Dates & Populations➤ Administrator Access Demonstration in BenefitSolver
Process Changes	<ul style="list-style-type: none">➤ What's Changing?<ul style="list-style-type: none">○ Elimination of Paper!○ Web based Enrollment and Administration Platform○ Mobile App for Enrollment○ Virtual Assistant – Welcome Sofia!○ Changes in Process and Administration<ul style="list-style-type: none">▪ Online Enrollment▪ Online Certification Process▪ COBRA administration and Service Center▪ Centralized demographic updates▪ New Hire Import Process▪ Termination Process➤ What's Not Changing?<ul style="list-style-type: none">○ Direct Billing○ Leave of Absence Administration○ Payroll Administration○ Active Service Center

What's Next	<ul style="list-style-type: none"> ➤ Independent Training through TrainingSolver <ul style="list-style-type: none"> ○ A series of self-led training courses accessed on the Benefitsolver platform. ○ How to access Benefitsolver Trainingsolver courses ➤ Live Webinar Training Topics <ul style="list-style-type: none"> ○ Navigation of site for members ○ Navigation of admin site to answer employee questions ○ Annual Enrollment Process ○ New Hire Import Process ○ Event/Dependent Verification and Approval Process ○ Case Notes and escalations ○ How to work with BSC/DPB to get issues resolved ○ Reporting ○ Online help and resources ➤ Live Webinar Training Registration ➤ Self Service Training
Questions?	

AVAILABLE WEBINAR DATES AND TIMES

Note: Each of the sessions listed below will cover all the topics listed above. You are not required to attend all sessions. You are required to attend a minimum of one of the sessions.

Businessolver Partnership Local Group Overview Session 1 – April 12, 2021 – 2:00pm ET - 3:30pm ET

Businessolver Partnership Local Group Overview Session 2 – April 14, 2021 – 2:00pm ET - 3:30pm ET

Businessolver Partnership Local Group Overview Session 3 – April 16, 2021 – 2:00pm ET - 3:30pm ET

To register and attend an Overview Webinar session visit:

[Businessolver Partnership Education Group Overview Session 1 – April 12th,2021 – 2:00pm ET - 3:30pm ET](#)

[Businessolver Partnership Education Group Overview Session 2 – April 14th, 2021 – 2:00pm ET - 3:30pm ET](#)

[Businessolver Partnership Education Group Overview Session 3 – April 16th,2021 – 2:00pm ET - 3:30pm ET](#)

DISTRIBUTION OF THIS MESSAGE

Certifying Officers should make this information available to their Human Resources staff, benefit administrators, and any other staff members responsible for the administration of pension and benefits for employees.

Please note: It is important that the Certifying Officer's e-mail address is kept current with the Employer Pensions and Benefits Information Connection (EPIC) to assure the accurate and timely delivery of this information.

Do not reply to this e-mail message or mailbox -- Incoming messages cannot be received.