

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 Local 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 Local Group Overview Session Webinar.

At this session, Businessolver will cover the following topics:

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

What's Next	<ul style="list-style-type: none"> <li>➤ Independent Training through <b>TrainingSolver</b> <ul style="list-style-type: none"> <li>○ A series of self-led training courses accessed on the Benefitsolver platform.</li> <li>○ How to access Benefitsolver Trainingsolver courses</li> </ul> </li> <li>➤ Live Webinar Training Topics <ul style="list-style-type: none"> <li>○ Navigation of site for members</li> <li>○ Navigation of admin site to answer employee questions</li> <li>○ Annual Enrollment Process</li> <li>○ New Hire Import Process</li> <li>○ Event/Dependent Verification and Approval Process</li> <li>○ Case Notes and escalations</li> <li>○ How to work with BSC/DPB to get issues resolved</li> <li>○ Reporting</li> <li>○ Online help and resources</li> </ul> </li> <li>➤ Live Webinar Training Registration</li> <li>➤ Self Service Training</li> </ul>
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 13, 2021 – 2:00pm ET - 3:30pm ET

Businessolver Partnership Local Group Overview Session 2 – April 15, 2021 – 2:00pm ET - 3:30pm ET

Businessolver Partnership Local Group Overview Session 3 – April 19, 2021 – 2:00pm ET - 3:30pm ET

To register and attend an Overview Webinar session visit:

[Businessolver Partnership Local Group Overview Session 1 – April 13th,2021 – 2:00pm ET - 3:30pm ET](#)

[Businessolver Partnership Local Group Overview Session 2 – April 15th, 2021 – 2:00pm ET - 3:30pm ET](#)

[Businessolver Partnership Local Group Overview Session 3 – April 19th,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.