



Communication Guide

Have questions and not sure who to ask?

IPBC is a complex organization, and it can be confusing to know who to contact for what. We created this guide to assist the IPBC membership. Please keep it on hand and reference it when you need to.

We appreciate your membership in IPBC!

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Plan Designs/Offerings/Coverage

Want to amend your current plan design?

Contact your Service Team Representative who will coordinate with the Member Services Manager to obtain a quote from the IPBC Underwriter. Please remember to abide by the applicable timeline for your open enrollment (1/1 or 7/1).

Want to offer new coverage?

If you are interested in offering coverage you do not currently have (such as vision, supplemental health etc.), please contact your Service Team Representative.

Employee Claim Issues

If an employee has a basic claim issue, please tell them to contact the applicable carrier. The first step should be the employee tries to resolve with the carrier. The carriers all have resources to assist employees.

If the claim issue requires escalation, please reach out to your Service Team Representative.

Eligibility Rules

Are you interested in changing your eligibility rules? Such as who is eligible for coverage or your new hire rules? Contact your Service Team Representative

Open Enrollment Support

Please remember to review the applicable open enrollment timeline and contact your Service Team Representative with questions.

Carrier Flyers/Information

Flyers for time sensitive carrier programs (such as fitness promotions) are included in the IPBC monthly newsletter. Other flyers and information are maintained on the IPBC website.

[Carrier/Vendor - IPBC Members](#)

Carrier Concerns

Do you have any concerns with an IPBC carrier? Contact your Service Team Representative who will coordinate with the Operations Manager.

Carrier RFP Process/Schedule

Contact Operations Manager with questions.

Employer Logins to Various Sites

If you have hired a new HR or Admin Staff member, and they need access to any of the various websites, please fill out the member update form: <https://forms.office.com/r/7FdsCDnprU>

Annual Renewal

If you have questions on your annual renewal, please reach out to your Service Team Representative. If you have questions about the overall renewal process, please reach out to the Member Services Manager and/or Executive Director. [Renewal - IPBC Members](#)

Benefit Administration Platform (PlanSource)

Have an HR staff member that needs a Login?

Fill out Contact Update Form: <https://forms.office.com/r/7FdsCDnprU>

Have questions about how to complete a transaction?

Review the Quick Guide(s): Billing, Transaction Quick Guide [Benefits Administration - Plan Source - IPBC Members](#)

If additional help is needed, email ipbcsupport@plansource.com and copy your Service Team Representative.

Questions about your monthly bill?

Contact your Service Team Representative

PlanSource Escalated Concerns

Contact Operations Manager

Financial Management & Reporting

Need to change ACH?

Complete the form and submit. [Forms - IPBC Members](#)

Terminal Reserve Withdrawal

Complete form and submit [Forms - IPBC Members](#)**Want to review the monthly reports?**

View here: [Monthly Claim Reports - IPBC Members](#)

Questions on financial reports?

Contact IPBC Executive Director

IPBC Governance

Want to review IPBC bylaws?

[IPBC By-Laws, Policies & Guidelines - IPBC Members](#)

Want to review IPBC policies?

[IPBC By-Laws, Policies & Guidelines - IPBC Members](#)

IPBC Board and Committees

All IPBC members are part of the Board of Directors. The Board of Directors meets 2x/year. The Board of Directors elects an Executive Board that meets 6x/year and oversees the operations of IPBC. There are 3 standing Committees that make recommendations to the Executive Board: Operations, Finance and Membership. Ad-hoc taskforces are created as needed.

IPBC Meeting Calendar

[Meeting Calendars and Timelines - IPBC Members](#)

Agendas/Minutes

[Governance - IPBC Members](#)

Want to serve on a committee?

A call for volunteers is sent out in April. Check your email.

Change your Delegate and/or Alternate?

Fill out the correct form: [Forms - IPBC Members](#)

What are my responsibilities as an IPBC member?

Please review the Member Responsibilities document: <https://ipbchealth.org/members/compliance/>

Compliance Questions

Do you have a benefit compliance question?

All IPBC Members have access to AleraHR. There is a tool on AleraHR to submit questions on benefit compliance. [Compliance - IPBC Members](#)

Do you have questions about collective bargaining?

IPBC members should contact their entity's legal counsel.

Do you have questions specific to your entity's policies?

IPBC members should contact their entity's legal counsel.

IPBC Programs

Dependent Audit Policy - Mandatory

All IPBC Members must abide by the Dependent Audit Policy. Information is available here:

[Dependent Audit Requirement - IPBC Members](#)

Questions should be directed to the Member Services Manager

Wellness Program – Voluntary

The Wellness Program and Policy is available here:

[IPBC Wellness Program - IPBC Members](#)

Biometric Screening Invoices and/or Wellness Incentive Payouts

If you have an invoice for biometric screening or would like a payout from your incentive fund, you need to complete the required form and submit to the Member Services Manager.

Communications

Need to update your entity's contacts?

<https://forms.office.com/r/7FdsCDnprU>

How does IPBC communicate with its membership?

IPBC communicates via newsletters, email blasts and meetings. Direct any questions to the Member Services Manager.

Training

Where are recordings of previous training courses?

[Training - IPBC Members](#)

I have an idea for training, who do I contact?

Member Services Manager

Marketing

I know someone at another entity that is interested in IPBC membership. Who do I direct them too?

Executive Director

Contact List

On the next page, you will find a list of current contact information for IPBC Staff and the Service Team.

IPBC Service Team Contacts

IPBC Staff		
Name	Title	Contact Information
Dave Cook	Executive Director	davec@ipbchealth.org ; 630.878.2019
Vacant	Member Services Manager	_____
Kaitie Tiede	Operations Manager	ktiede@ipbchealth.org ; 630.429.4522
Ali Alsharifi	Health Program Analyst	aalsharifi@ipbchealth.org
Tania Bowler	Administrative Assistant	tbowler@ipbchealth.org
Benefit Consulting		
Name	Title	Contact Information
Adam Katz	Benefit Consulting Manager	akatz@ipbchealth.org ; 763.442.3893
Joyce Janu	Service Team Lead	jjanu@ipbchealth.org ; 630.694.5084
Dan Parker	Senior Benefit Consultant	dparker@ipbchealth.org ; 630.285.4378
Niti Patel	Senior Benefit Consultant	npatel@ipbchealth.org ; 630.345.9318
Karen Williams	Senior Benefit Consultant	kwilliams@ipbchealth.org ; 630.438.1638
Jen Lamz	Benefit Consultant	jlamz@ipbchealth.org ; 630.285.3995
Angie Moscato	Benefit Consultant	amoscato@ipbchealth.org ; 630.694.4418
Shannon McHugh	Benefit Consultant	smchugh@ipbchealth.org ; 847.273.0405
Jenny Warp	Benefit Consultant	jwarp@ipbchealth.org ; 847.378.5889
Aleigha Long	Benefit Consultant	along@ipbchealth.org , 618-535.8034
Jake Gordon	Client Representative	jgordon@ipbchealth.org ; 602.845.6111
Bailey O'Keefe	Client Representative	bokeefe@ipbchealth.org ; 602.845.6108
Will Anderson	Client Representative	wanderson@ipbchealth.org
Accounting		
Name	Title	Contact Information
Renee Orgler	Client Accounting Manager	Renee_Orgler@rpadmin.com