

Who Are Your Contacts with IPBC?

IPBC asks each member to designate the following contacts for your organization:

- **Delegate & Alternate Delegate:** The Delegate and Alternate Delegate are the authorized personnel from your organization that officially represent your organization at Board of Directors Meetings and can vote on behalf of your entity. Typically, we see HR Directors, Finance Directors, or similar management personnel in these roles.
- **Admins:** Admins at your organization complete the required tasks within PlanSource and other related HR functions. Typically, we see HR Generalists and Finance Department staff in these roles.

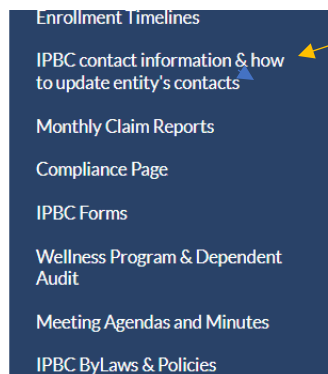
How do you update your contacts with IPBC?

IPBC has an online form (link above) that you need to complete to update your contacts. Please note that updates are processed weekly. Why? Due to the volume of contact updates and all the steps involved with the different vendors, we can only process updates weekly.

Why do you need to fill out the form? Why can't you just send an email? We require the form to be filled out so we can gather all the necessary information and better manage the contact update process. With 170 IPBC member groups, there is a large volume of contact updates needed on a regular basis. The process cannot be managed effectively via email.

Why can't you just update your admins within PlanSource yourself? IPBC does require all contact updates for all the vendors to go through this process.

Where can I find the form? The link is above. It is also included in the IPBC Monthly Newsletter. You can also access it on the Member Page on the IPBC website. When you login into the website, you are directed to your member page. From there, you can find links to the contact update section in 2 places:



being built from scratch - please be patient while we build over 170 member group

[Have Questions & Not Sure Who to Ask?](#)

[IPBC Staff & Service Team Contact List](#)

[IPBC Service Team Assignments](#)

[Need to update your entity's contacts \(including PlanSource Admins\)?](#)

Benefit Offerings

Options

