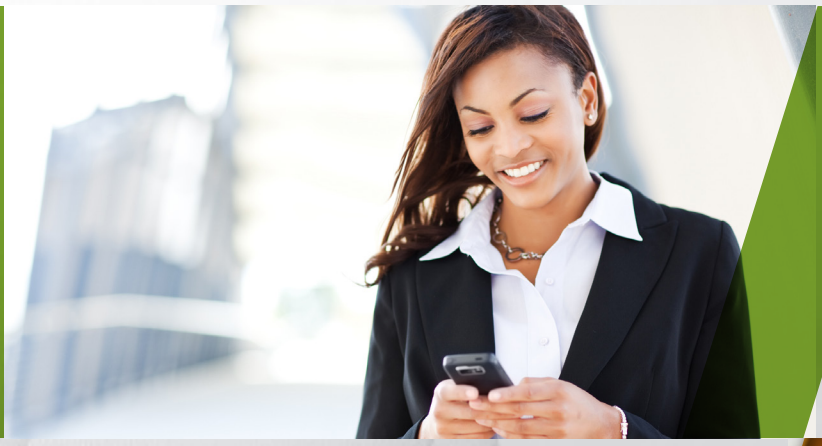
Client Administration Manual



DoxBox™

Table of Contents

This Administration Manual provides guidance to properly manage your DoxBox account with TASC. Consider it your comprehensive "go to" tool for handling all of your DoxBox needs. If you have any questions or concerns pertaining to your DoxBox account that are not fully addressed in this manual, call us toll-free at 1-800-422-4661. For speediest service, please have your 12-digit My-TASC ID available when contacting us.

TASC Documents

Welcome

Congratulations on your decision to implement DoxBox. We hope you will become familiar with the materials within this guide; they provide a comprehensive review of the functionality and processes of the DoxBox System.

Visit our TASC news site at www.tasctracker.com and subscribe to receive updated must-know information regarding TASC and our products.

We look forward to serving your document storage and dissemination needs!

Welcome to TASC DoxBox!

Introduction

Overview

DoxBox is an innovative and secure system to digitally store, access, and distribute employee communications and government required compliance-related materials. With DoxBox, TASC automatically emails the documents to your employees, thereby reducing your workload and eliminating your risk. You decide when the documents are sent to employees and TASC does the rest. You retain access your documents, at any time, from anywhere. And you can be confident that your sensitive information is safe and secure.

Our DoxBox Release 1.0 system provides basic functions to store and send your documents. It is designed to distribute employee documents that are broad-based in application.

What documents are appropriate?

- Documents for which the exact same content is distributed to each employee: Employee Handbook, Summary Plan Description for an ERISA Welfare Plan, Annual Notices required under ACA, etc.

The following documents are considered inappropriate unless you opt to include. (The system does not specifically preclude these documents from being stored and delivered.)

- Documents with specific employee information such as name, address or other contact information, or SSN.
- Documents with employee-specific content: claims denial, claims appeal, etc.

The DoxBox system is managed via MyTASC. Access to this online system is required for storing, accessing, and distributing employee documents via email. Basic functions include the following:

- Uploading a document for storage and/or distribution.
- Distributing uploaded documents to certain employees, to certain employee subsets, or to all employees via email.
- Allowing employees to download important documents and to acknowledge their receipt and reading.
- Tracking employee acknowledgement of receipt of documents distributed to them (and of their reading said documents). This function makes available an audit trail for the employer.

DoxBox is an innovative and secure system to digitally store, access, and distribute employee communications and government required compliance-related materials.

Within this guide, those who use DoxBox at the employer level are collectively referred to as DoxBox System Users. Meanwhile, employees who receive a particular document are known as DoxBox Recipients.

- Employer (DoxBox System User) and employee (DoxBox Recipient) login screens are separate.
- TASC IDs are individualized.
- DoxBox Recipient Log In screen and ID are separate from other employee-level TASC accounts (such as a Flexible Spending Account Plan).

Introduction

This guide describes the process for using DoxBox and some of the rules and regulations that drive document retention and distribution.

Functionality

From a functionality standpoint, DoxBox has seven major components:

1. The DoxBox system is a collection of screens containing DoxBox information and system interfaces.
2. File upload feature for DoxBox System User to upload and update census information.
3. File upload feature for DoxBox System User to upload documents.
4. Distribution feature for DoxBox System User to email documents to Recipients, per direction and timing selected by the DoxBox System User.
5. Access feature for DoxBox System Recipient
   (a) to access documents sent to him/her via a download and
   (b) to acknowledge receipt of that document as required by the DoxBox System User.
6. Report feature for DoxBox System User to retrieve, download, and track document distributions.
7. Storage feature for DoxBox System User to retrieve and download stored documents.

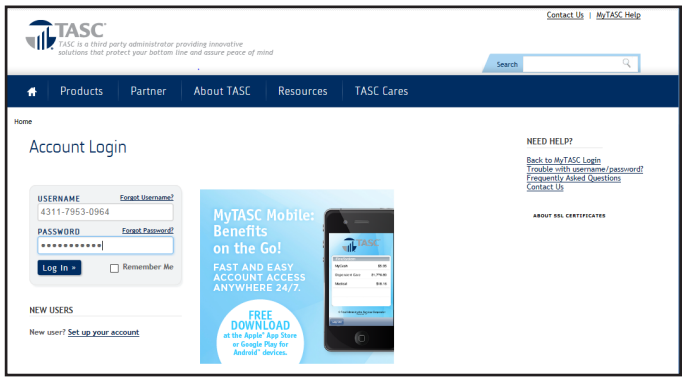
Getting Started

Accessing DoxBox

DoxBox is made available through the MyTASC system (https://www.tasconline.com/) to Clients (and Providers) who subscribe to the DoxBox system. To gain access, use your 12-digit TASC ID to login to the system. Once logged in your home page will have a section for DoxBox.

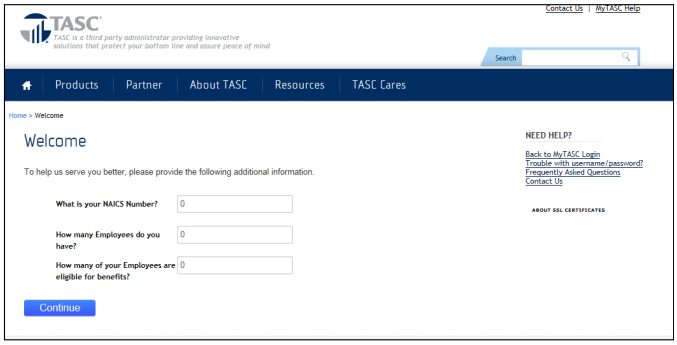
If you do not remember the TASC ID that was assigned to you at time of onboarding, please contact TASC Customer Care at 1-800-422-4661.

Logging In



From the Welcome screen, click on the Log In link on the navigation panel on the left. You will be prompted to enter your User ID and Password to access the system.

Enter your User ID and Password into the appropriate fields and click on the Log In button to log in.

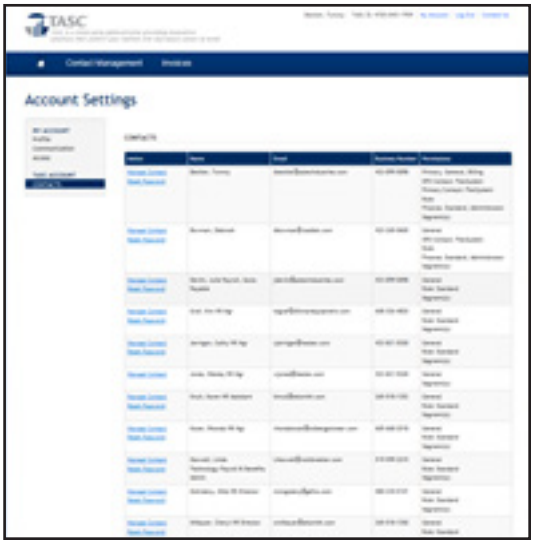


You will them be brought to the TASC Welcome Screen.

Before accessing DoxBox, take a moment to review and if necessary update your contact information.

The census file upload occurs here, prior to accessing the documentation portion of DoxBox.

You can upload the census file for DoxBox under Manage Enrollment or via the File tab.



Next, access DoxBox by clicking on the ACCESS NOW box that appears next to the DoxBox product in the Benefit Plan Table.

When Contact Management is selected, you will be able to review and input any additional Client points of contact, including financial contacts.

Only the Primary contact may upload and manage the file census at this time.

Authorized contacts may access DoxBox for document download and dissemination. Also, from this location you may reset a password for a co-worker.

Accessing DoxBox Document Portal

To access the DoxBox portal—where you will download documents for sending to employees—simply select the DoxBox Access Now icon. When you upload a census file you enable a Recipient list to populate.

Uploading a Census File

The Employee Census File

You will upload your employee census file from your main Welcome screen, prior to entering DoxBox. This file upload is required so you have a list of employees from which to select when sending out a document. In sum, if you have no participants loaded, you will not be able to distribute documents. Be sure to include yourself as a participant, as we advise that you send yourself a test document.

The Census Template and File Specifications

You will find the DoxBox Census Template and census file specifications on the Welcome screen.

Save the file template to your system for data entry and sending to TASC.

Populate the file template with the appropriate information. Take note to ensure that all fields comply with the template specifications.

Save your completed file. Your Census must be saved in XLS or CSV format. You are now ready to upload the file to DoxBox.

DoxBox Census File Specs

This document defines the DoxBox File specifications that will be used by all employers/clients to support DoxBox.

Field	Format	Length	Example	Required	Notes
idEmployeeID	Alphanumeric	70	88795	See notes	This is a unique identifier for each employee listed on the report. It is specific to the employee, and could be a duplicate of SSN if desired. Can be blank for Add - but either this or TASCID is required for Change or Term
idEmployeeTASCID	####-####-####	14		See notes	Leave blank for Add - For change, either the TASCID or the EmployeeID is required for a Change or Term
censusAction	A -add, C-change, T-term	1	A	Yes	This field is denoting if the line item being uploaded is an Add (a new participant) or a Change (adjustment to a current record)
censusIsDependent	Y, N	2	Y	No	
censusDependentType				No	Optional for use - if used, must be one of the following "SPOUSE","PARTNER","CHILD","PARENT","OTHER","SELF","",null
censusFirstName	Text	70	Harlan	Yes	Can't be blank, any combination of: lowercase/uppercase letters, numbers, space ( ), dash (-), period (.), apostrophe (')
censusMiddleName	Text	70	J.	No	Can be null
censusLastName	Text	70	Madison	Yes	Can't be blank, any combination of: lowercase/uppercase letters, numbers, space ( ), dash (-), period (.), apostrophe (')
censusBirthDate	##/##/####	10	12/17/1962	No	

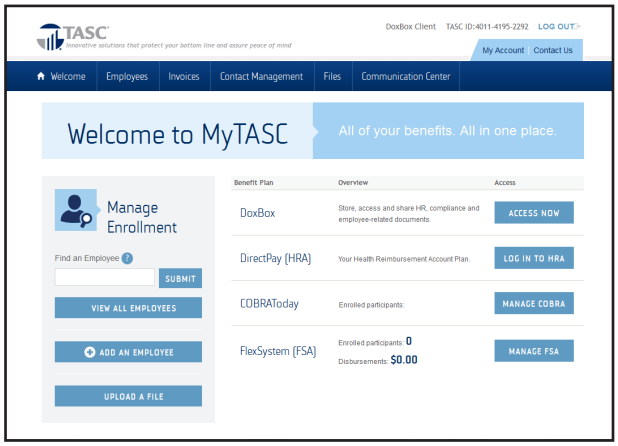
DoxBox Census File Specs (Continued)

Field	Format	Length	Example	Required	Notes
censusGender	Text	70	M	No	M, or F, or Male, Female will also work
censusSSN	###-##-####	11	054-44-7666	No	
censusHireDate	##/##/####	10	4/4/1997	No	Date field, can be null
censusTerminationDate	##/##/####	11	3/31/2016	No	Date field, can be null
censusHomeNumber	###-###-####	12	866-784-9266	no	Open field, can be null
censusHomeExtention	#######	12	2432	no	Open field, can be null
censusMobileNumber	###-###-####	12	866-784-9266	no	Open field, can be null
censusMobileExtention	#######	12	2432	no	Open field, can be null
censusFaxNumber	###-###-####	12	866-784-9266	no	Open field, can be null
censusFaxExtention	#######	12	2432	no	Open field, can be null
censusOtherPhoneNumber	###-###-####	12	866-784-9266	no	Open field, can be null
censusOtherPhoneExtention	#######	12	2432	no	Open field, can be null
censusWorkNumber	###-###-####	12	866-784-9266	no	Open field, can be null
censusWorkExtention	#######	12	2432	no	Open field, can be null
censusEmail	text	70	Harlan@test.com	No	This field IS required if documents will need to be issued to the employee in DoxBox. You should only be inputting email address to TASC if you have received consent from the employee. See your Employer manual for more information regarding email gathering from employees
censusAddress1	Alphanumeric	70	4100 International Lane	No	
censusAddress2	Alphanumeric	70	2432	no	Open field, can be null
censusCity	Text	70	Anytown	No	
censusState	Text	2	WI	No	US postal State identifier
censusZip	######	5	55444	Yes	5 digit numeric
censusPlusFour	####	4	2432	no	Open field, can be null

Use the Upload Function or Drag & Drop Function

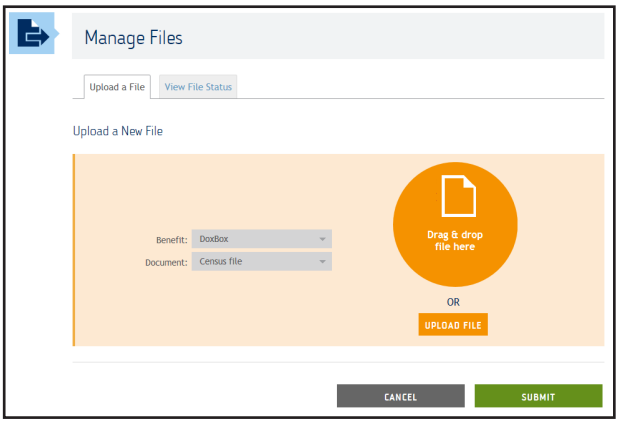
Select File from the function bar at the top of your TASC Welcome screen.

A drop down menu will appear. From this menu select Upload a New File.



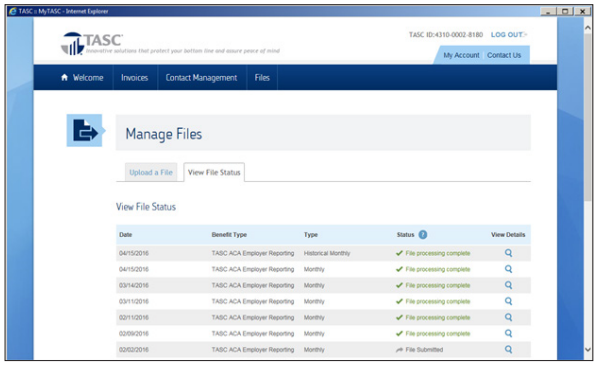
This will bring you to the Manage Files screen and the Upload a File tab.

Under the Upload a File tab, select DoxBox from the Benefits options and select Census for the document.



Viewing Recent Activity

Reviewing Recent Activity



To view recent activity related to the census data, access the Recent File Activity screen, or select the View File Status tab from your File Management home screen.

The information available on this View Status Tab is as follows:

- Date: Date the file was uploaded into the system.
- Benefit Type: DoxBox and any other file you may have uploaded for other TASC products and services.
- Type: This indicates the file type. For a DoxBox census file this field will read "Census."
- Status: This will give the status of the file:
  - Submitted = File has been submitted.
  - Being Processed = File is currently being processed.
  - Complete = Filing process is complete.

This View Activity screen allows you several functions for reviewing. Use the functions at the bottom of the screen to do the following:

- Change view of files from 20 per page (default), to 50 per page, to All.
- Go to a specific page.
- Advance or scroll back pages.

If you select View Detail (via the Magnifying Glass Icon on the screen's right side), you will be able to view recent file activity.

By clicking on the Detail icon for a particular file, a Details box will appear with the following information:

- Date: Date the file was uploaded into the system.
- Benefit Type: DoxBox and any other file you may have uploaded for other TASC products and services.
- Type: This indicates the file type. For a DoxBox census file this field will read "Census."
- Status: This will give the status of the file:
  - Submitted = File has been submitted.
  - Being Processed = File is currently being processed.
  - Complete = Filing process is complete.

View Details: Click on the View icon for further detail regarding your file, including the following:

- Upload Date.
- Service Offering: Service offering name (e.g. "DoxBox").
- Type: File type such as "Census."
- File Name.
- Source.
- Process.

Select the Close Window option to close the File Details and return to the file status listing.

Uploading a Document to DoxBox

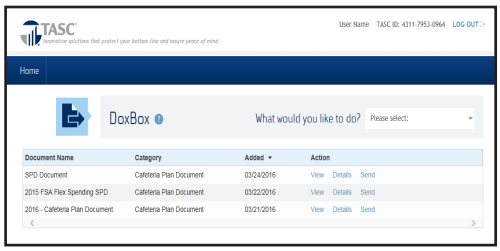
Accessing DoxBox Document Portal

To access the DoxBox portal—where you will download documents for sending to employees—simply select the DoxBox Access Now icon. When you upload a census file you enable a Recipient list to populate.

From the Client Landing screen select Upload a File from the "What would you like to do?" drop down list.

This will bring you to the Upload Documents screen.

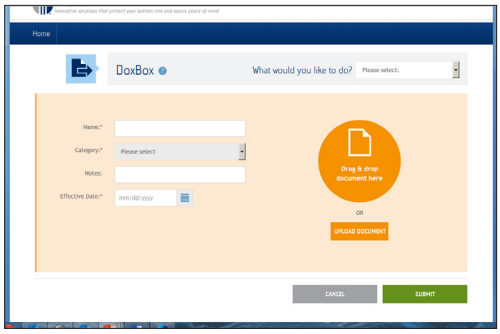
- To upload the new document, enter name of document to be uploaded (e.g., ABC Company Employee Handbook). Name the document anything you like.



From the Document Category dropdown, select the document category (e.g., Cafeteria Plan Document).

In the Notes box, enter any notes you may have. Use up to 300 alpha and/or numbers for any additional information regarding the document.

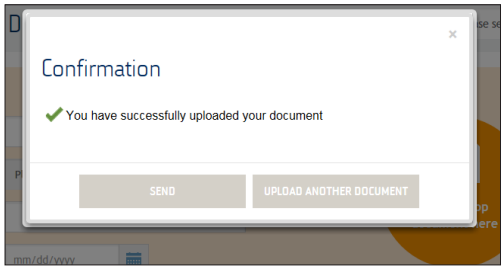
Enter the Effective Date for this document. Click Upload.



During document upload a status bar will indicate upload progress and completion.

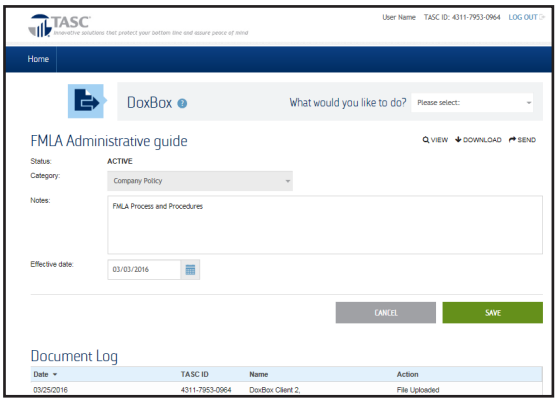
Upon upload completion, select Close. A Confirmation screen will next allow you to Schedule Delivery or Go to All Documents.

To Schedule Delivery, refer to section on Delivery/Distribution of Documents – Scheduling Delivery of Your Document Upon Upload. Please note: a document cannot be edited after it has been distributed. To distribute an updated document you must repeat upload and disseminate steps to ensure appropriate record keeping.



Accessing Uploaded Documents

Use the DoxBox Document Management screen to access any document already uploaded.



All Active Documents will appear via this Active Document screen, along with the following details:

- Document Name – The name assigned to this document.
- Category – The category to which this document has been assigned (e.g., ERISA Plan Document/SPD, Annual Notices, etc.).
- Added – The date the document was added.
- Action – Actions available to the employer.

You may access these Actions:

- Details – View/edit document's details.
- Download – Download a copy of the document.
- Send – Initiate a distribution of that document.

Options for Viewing the List of Active Documents are as follow:

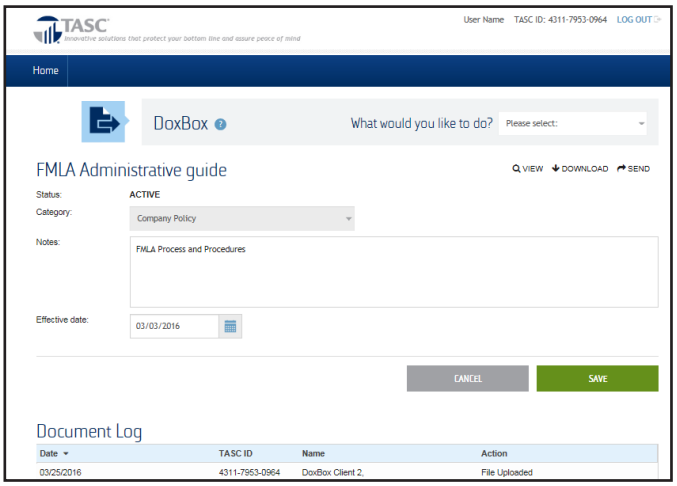
- To advance the screen in cases of multiple pages, use the arrow buttons at bottom left of the Active Document screen.
- To increase the number of document lists viewed at one time, select the number from the drop down box. Please note: the default number is 5 documents per page; other options are 25 or 50 documents per page.

Performing Actions for Uploaded Documents

Viewing a Document

From the Documents screen, click on the Views link that corresponds (is to the right of the specific document in question).

The User is then brought to the View screen.



Viewing a Document's Details

From the Active Documents screen, User clicks the Details link that corresponds (is to the right of the specific document in question).

The User is then brought to the Detail screen.

This Detail screen contains a Document Log with details about any actions taken per document. It provides the following:

- Date – The date the particular action occurred.
- TASC ID – The TASC DoxBox 12-digit ID number of the person who initiated the action.
- Name – The name of the person who took the action.
- Action – The action that was taken, e.g. file viewed, file edited, etc.

This Detail screen allows the following actions:

- Edit – Allows you to edit details such as category, Effective Date, etc.
- Download – Allows you to download the document for viewing, etc.
- Send – Allows you to start the document distribution process.

This Detail screen contains a Document Log which will provide details on actions taken in regard to this document. It provides information as to:

- Date – This is the date the particular action occurred.
- TASC ID – This is the TASC DoxBox 12-digit ID number of the person who initiated the action.
- Name – This is the name of the person who took the action.
- Action – This is the action that was taken, e.g. file viewed, file edited, etc.

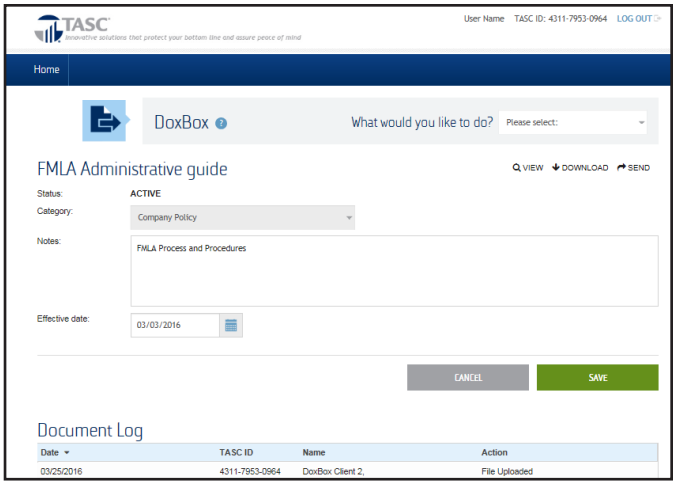
Editing Document Details from the Detail Page

From the Detail screen, clicks on the Edit link. Note: this functionality is not available from a document that has been sent to any Recipient. A new document upload is required to store the current version, which must be resent to ensure proper distribution.

The Edit view appears.

To update the appropriate fields, type the updates in the Edit area.

Once the appropriate edits have been made, click on Save or Cancel to either effect the changes or effect no changes at all.

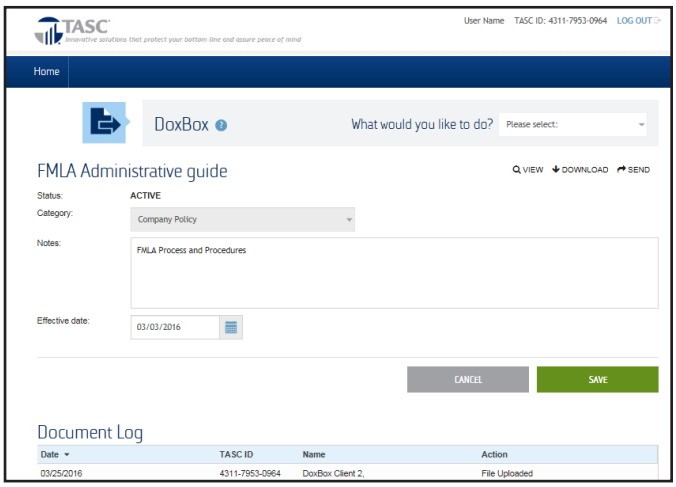


Downloading/Sending a Document form the Detail

Downloading From a Detail Page

From the Detail page, click on the Download link.

The Document will download to your browser for viewing and/or saving.



Sending From a Detail Page

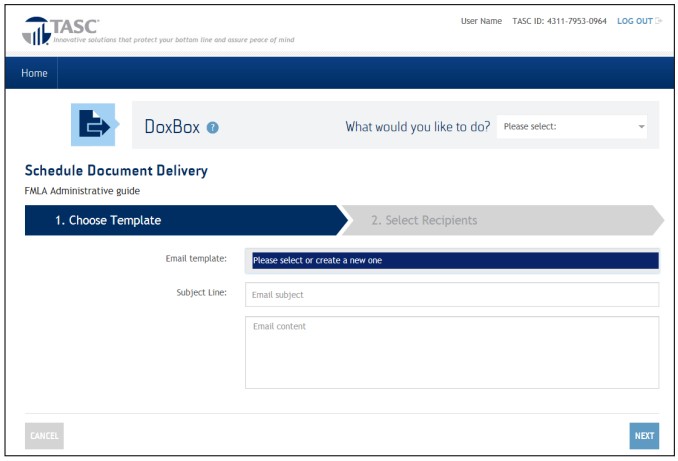
From the Detail page, click on the Send link.

For further details on sending documents, see section Delivery/Distribution of Documents.

Sending From the Active Documents Page

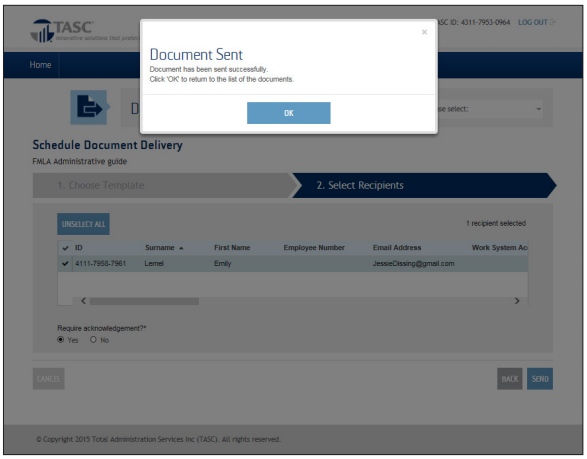
From the Documents screen, click on the Send link that corresponds (is to the right of the specific document in question).

For further details on sending documents, see section Delivery/Distribution of Documents.



Delivery/Distribution of Documents

There are two points from which you can schedule delivery of your documents: following the successful upload of your document, and from the Document screen. Both are addresses here.



Distributing Your Document upon Document Upload

Select the Schedule Delivery function from the Pop up box that appears.

This will bring you to the Schedule Document Delivery screen.

From the Document Deliver screen, select the appropriate template from the "Choose an email template" dropdown.

Chose from six (6) email templates. Five (5) are geared to common documents, and the sixth is a general email. The templates are as follows:

1. Plan Document/SPD Email Template
2. Annual Plan Notices Email Template
3. Medicare Part D Notice Template
4. Marketplace/Exchange Notice Email Template
5. HIPAA Privacy Notice Email Template
6. General Email Template

Delivery/Distribution of Documents

Below is a sample of (1) Plan Document/Summary Plan Description Template

Plan Document/SPD Email Template*

Subject: Important Information about Your << Prefilled Company Name>> Benefits

The Plan Document/Summary Plan Description (SPD) contains important information regarding the benefits provided to you (and if applicable, your family) under the <<Prefilled Plan Name>>. This document outlines your rights and responsibilities under the Plan.

Please click on the hyperlink below to view the Summary Plan Document:

Insert Document Link (System inserts)

Once you have accessed this Document, you will be asked to acknowledge that you have accessed and read it. Please be sure to read and acknowledge this Document by no later than << Date>>.

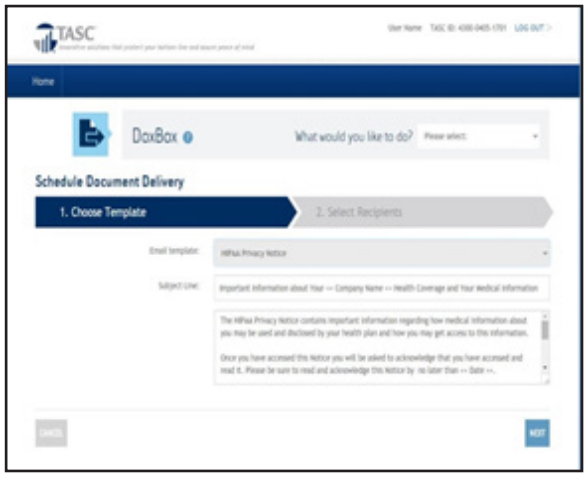
You have the right to request (at no charge) a paper version of the << Plan Name>> Plan Document.

If you have any questions, have problems accessing the Document, or require a paper copy please contact «Company Contact Name » who acts on behalf of the Plan Administrator at «Contact Phone» or «Contact Email».

*Fields in red completed by user.

Each email requires some degree of customization and all can be easily edited. The name of the document and your company name will be pre-filled automatically for each email template. In most cases you must manually enter the specific contact name and phone number. No matter how edited, we recommend that you retain the principle points in each template.

Delivery/Distribution of Documents



Once the Email Template has been selected and you have updated it, click on the Next function box.

Next will appear the Select Recipients and Send Function screen. This screen displays your census information.

To view these fields use the left/right scroll bar located under the census fields.

To view additional Employees, use the page arrows located under the scroll bar.

The entire file can be sorted per each census field, e.g., Employee Last Name, etc. To do so, click on the appropriate filed name within the census.

Once in the Select Recipients and Send screen, indicate who will receive the document in question. To do so, check the box to the left of the Employee Name field.

Check whether Yes or No under Require Acknowledgement in the screen's bottom left corner.

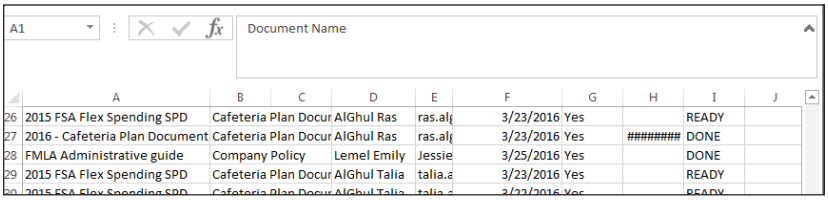
After selecting applicable Employees and whether acknowledgement is required, click Send in the screen's lower right corner.

A Confirmation message will confirm that "√ You have successfully scheduled your document." Your document will be attached and sent to all Recipients (see Recipient Section below) in the early hours of the following morning.

Document Delivery Report

The Document Delivery Report provides information about document deliveries that have occurred in the past 45 days (including up to the time you run the report). The Distribution Activity Report is a downloaded report containing the following fields:

- Document Name
- Document Category
- Employee ID
- Employee Name
- Email Address
- Sent Date
- Acknowledgement Required (Y/N)
- Acknowledged Date
- Sent Status (DONE/PENDING)



A1 | Document Name

	A	B	C	D	E	F	G	H	I	J
26	2015 FSA Flex Spending SPD	Cafeteria Plan Docur		AlGhul Ras	ras.alg	3/23/2016	Yes		READY	
27	2016 - Cafeteria Plan Document	Cafeteria Plan Docur		AlGhul Ras	ras.alg	3/23/2016	Yes	########	DONE	
28	FMLA Administrative guide	Company Policy		Lemel Emily	Jessie	3/25/2016	Yes		DONE	
29	2015 FSA Flex Spending SPD	Cafeteria Plan Docur		AlGhul Talia	talia.a	3/23/2016	Yes		READY	
30	2015 FSA Flex Spending SPD	Cafeteria Plan Docur		AlGhul Talia	talia.a	3/23/2016	Yes		READY	

Downloading the Document Delivery Report

From the DoxBox Active Documents screen, access the "What you would like to do?" function and select "Go to Reports" from the drop-down list.

This will bring you to the Document Report screen.

From the Document Report screen select the Download Report function.

Next, chose file download (e.g., MS Excel), file open, or file save.

The report will download to your browser and preferred program (e.g. MS Excel).

Manipulate the file as you wish into a usable report.

The Recepient Experience

After you have loaded your employee Census into DoxBox, MyTASC will email each of your employees (participants) a link to set up their DoxBox password.

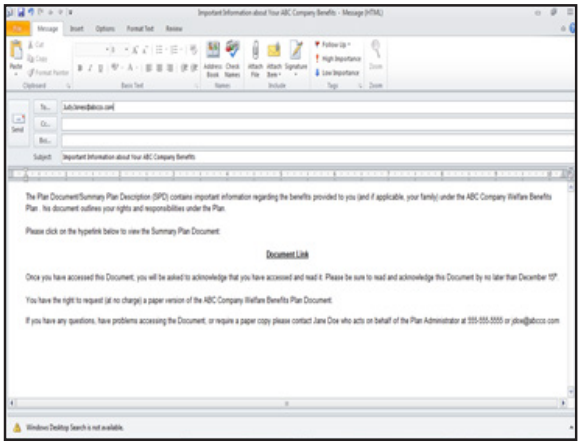
Participants must enter their username (a DoxBox specific 12-digit TASC ID), provided in this initial email, along with their email address on file with you, the employer. Please note, because this ID is specific to DoxBox, it does not tie to any other TASC benefit, if elected. We suggest that you generate a list of employee DoxBox TASC IDs to use in assisting participants who may forget their DoxBox-specific 12-digit TASC ID.

Once the participant's registration is complete, he/she must log in to DoxBox and create an easy-to remember username and password for future visits.

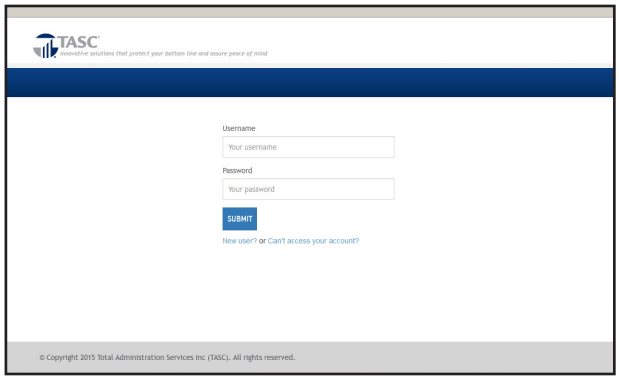
At any time the participant may access DoxBox by using their DoxBox-specific 12-digit TASC ID and password at the MyTASC Log In screen. Participants may access any documents that are pending their attention, as well as any documents they may have previously read and/or acknowledged.

Acknowledgement by participant (becomes Recipient)

Participant receives an email notification that a document is available for his/her attention. (Now the participant is called a "Recipient" in this guide.)



The Recipient clicks the Document Link that appears in this email and is then taken to a secure Login screen.

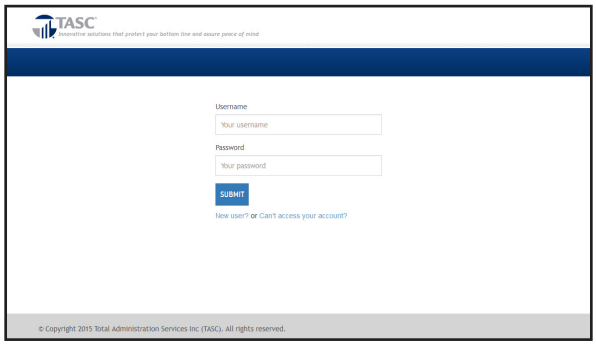


The Recepient Experience

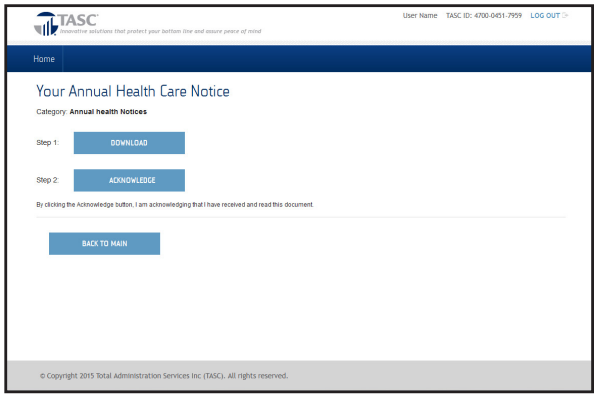
This landing screen is divided into two categories of documents.

1. Awaiting Acknowledgement
2. All Documents – This category lists documents "Awaiting Acknowledgement" as well as documents that have been acknowledged previously.

The Recipient finds the document in the "Awaiting Acknowledgement" category and clicks on the link for that particular document.



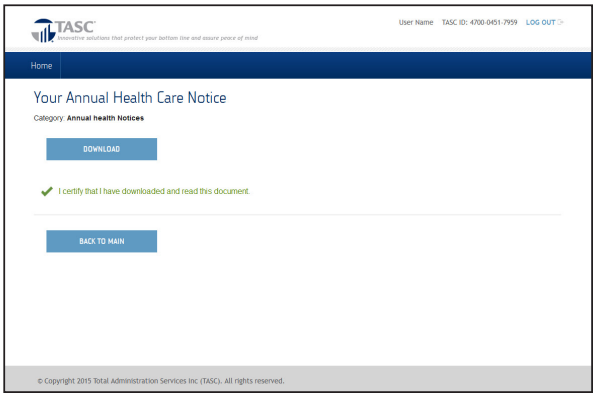
The Recipient is then brought to the Download Document screen.



This Download Document screen notes the name of the document and provides a two-step process:

Step 1: Download the document.
Step 2: Acknowledge the document.

To download the document function, the Recipient clicks on the Download Document button.



Once the download is initiated a fifteen (15) second timer begins, and the countdown appears on the screen under the Download screen. The text reads: "You will be able to acknowledge the document in XX seconds." The Acknowledge Document button is operable after this counter goes to zero (0).

Once the timer reaches zero (0) the Recipient may click on the Acknowledge Document button. In doing so the Recipient is acknowledging he/she has received and read the document. The Text Box reads: "By clicking the Acknowledge button, I am acknowledging I have received and read the document."

The Recepient Experience

After clicking on the Acknowledge Document button, the Recipient is brought to the Acknowledgement Confirmation screen. Displayed there is the document name and the message: "You have acknowledged receipt of this document."

To return to the main Document screen, the Recipient clicks on the Back to Main button.

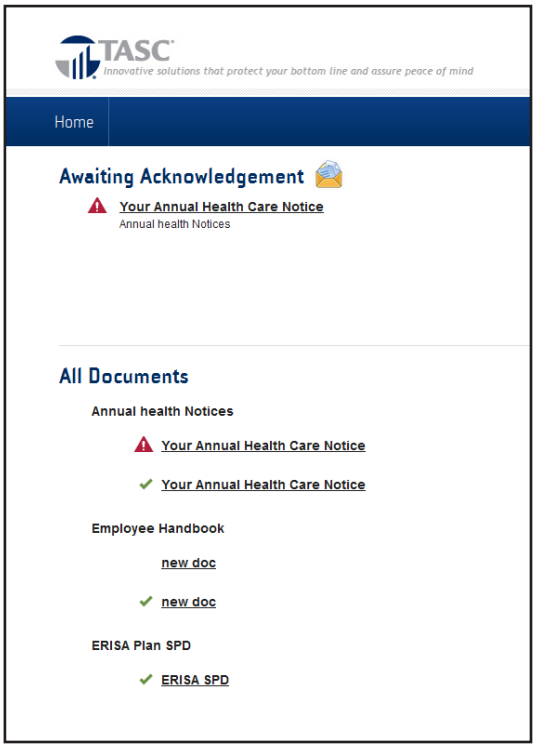
To access documents not previously acknowledged by the Recipient (meaning the Recipient has received an email with a document link from the employer), or documents already acknowledged by the Recipient, the Recipient logs in to the TASC DoxBox system.

Recipient accesses TASC DoxBox Log In screen, enters assigned DoxBox-specific 12-digit User ID and personal password, then clicks on the Log In button.

The Recipient is then taken to the Recipient landing screen.

The Recipient can click on any document Awaiting Acknowledgement to read and acknowledge receipt of that document.

To access any document previously acknowledged, the Recipient clicks on the document name in the All Documents category.



Business Processing Event Timeline

Event Title	Duration	Responsibility
1. Submit application with fees.	Varies*	Provider
2. TASC receives and previews application.	2+ days (if clean)	TASC
3. TASC enters the new business.	1+ days	TASC
4. Enter Client information and establish the Client account.	2 days	TASC
Kit One		
5. TASC emails Client material including the Client Administrative Manual.	1 day	TASC
Client Operational		
6. Client Operational on DoxBox.	Varies*	Client

Document Disclosure Requirements

The Department of Labor (DOL) has published rules regarding the disclosure of various documents pertaining to health and welfare benefits plans that employers offer to their employees. These disclosure rules regard the hard copy distribution of these documents as well as disclosure through electronic means.

DOL has also set standards for using electronic media to maintain and retain records for these plans, as required by ERISA. In sum, the Safe Harbor Guidelines in the rules apply to the disclosure of all reports, statements, notices, and other documents that a Plan must automatically furnish to Participants (and their beneficiaries upon request).

These guidelines also expand the categories of individuals who may receive disclosures to include participants and their beneficiaries as well as others (e.g., eligible employees not participating) entitled to this information.
The major standards for disclosure rules are highlighted here:

- The system for furnishing documents, whether via hard copy or electronically, must reasonably ensure the actual receipt of the information and protect the confidentiality of personal information relating to the individual's accounts and benefits. The Plan Sponsor should also maintain a record of the steps taken to ensure the method used to disclose the information would result in actual receipt.

- If In order for documents to be electronically furnished in the workplace, participants must be able to access—at their individual workstations— the system for disclosing the documents. The DOL emphasizes that making electronic information systems available only within the common areas of the workplace is not a permissible means to furnish information to participants. If disclosed electronically, an individual is entitled to request a paper version of that document.

- If the documents are electronically furnished outside of the workplace, individuals must affirmatively consent to receiving said documents. Prior to consent, individuals must be fully informed about types of documents that they will receive, their right to withdraw consent without charge, the procedures for updating their electronic mailing address, and their right to request and obtain a paper version of a document that has been provided electronically. Following consent, the individuals must receive information and updates about any change in hardware or software requirements which could impact their receipt of electronically furnished documents; said information must be provided in a written statement detailing the revised hardware or software requirements.

- If the documents are not or cannot be disclosed electronically, then a paper copy must be provided. The method for distributing the hard copy must be a method that results in actual receipt of the document.

The Department of Labor (DOL) has published rules regarding the disclosure of various documents pertaining to health and welfare benefits plans offered by employers to their employees.

Documents Disclosure Requirements

Some Common Documents Disclosure Requirements under ERISA Title I

Excerpted from Department of Labor's Reporting and Disclosure Guide for Employee Benefit Plans, Benefits Security Administration, September 2014

Document	Type of Information	To Whom	When
Summary Plan Description (SPD)	Primary vehicle for informing Participants and beneficiaries about their Plan and how it operates. Must be written for average Participant and be sufficiently comprehensive to apprise covered persons of their benefits, rights, and obligations under the Plan. Must accurately reflect the Plan's contents as of the date not earlier than 120 days prior to the date the SPD is disclosed. *See 29 CFR §§ 2520.102-2 and 2520.102-3 for style, format and content requirements.*	Participants and those pension Plan beneficiaries receiving benefits. (Also see "Plan Documents" below for persons with the right to obtain SPD upon request). *See 29 CFR § 2520.102-2(c) for provisions on foreign language assistance when a certain portion of Plan Participants are literate only in the same non-English language.*	Automatically to all Participants within 90 days of becoming covered by the Plan and to pension Plan beneficiaries within 90 days after first receiving benefits. However, a Plan has 120 days after becoming subject to ERISA to distribute the SPD. Updated SPD must be furnished every 5 years if changes made to SPD information or Plan is amended. Otherwise must be furnished every 10 years. *See 29 CFR § 2520.104b-2.*
Summary of Material Modification (SMM)	Describes material modifications to a Plan and changes in the information required in the SPD. Distribution of updated SPD satisfies this requirement.	Participants and those pension Plan beneficiaries receiving benefits. (Also see "Plan Documents" below for persons with the right to obtain SMM upon request).	Automatically to Participants and pension Plan beneficiaries receiving benefits; not later than 210 days after the end of the Plan Year in which the change is adopted.
Summary Annual Report (SAR)	Narrative summary of IRS Form 5500.	Participants and those pension Plan beneficiaries receiving benefits.	Automatically to Participants and pension Plan beneficiaries receiving benefits within 9 months after end of Plan Year, or 2 months after due date for filing IRS Form 5500 (with approved extension).
Plan Documents	The Plan Administrator must furnish copies of certain documents upon written request and must have copies available for examination. The documents include the latest updated SPD, latest IRS Form 5500, Trust Agreement, and other instruments under which the Plan is established or operated.	Participants and beneficiaries. *See 29 CFR § 2520.104a-8 regarding the Department's authority to request document.*	Copies must be furnished no later than 30 days after a written request. Plan Administrator must make copies available at its principal office and certain other locations as specified in 29 CFR § 2520.104b-1(b).

Documents Disclosure Requirements

Summary of Material Reduction in Covered Services or Benefits	Summary of group health plan amendments and changes in information required to be in SPD that constitute a "material reduction in covered services or benefits." *See 29 CFR§ 2520.104b-3(d) (3) for definitions.*	Participants.	Generally within 60 days of adoption of material reduction in group health plan services or benefits. *See 29 CFR § 2520.104b-3(d) (2) regarding 90-day alternative rule for furnishing the required information.*
Notice of Special Enrollment Rights	Notice describing the group health plan's special enrollment rules including the right to special enroll within 30 days of the loss of other coverage or of marriage, birth of a child, adoption, or placement for adoption. See 29 CFR § 2590.701-6(c) for prescribed requirements as well as a model notice.	Employees eligible to enroll in a group health plan.	At or before the time an employee is initially offered the opportunity to enroll in the group health plan.
Employer CHIPRA Notice	Employer (rather than Plan) must inform employees of possible premium assistance opportunities available in the state they reside. A model notice is available at dol.gov/ebsa/pdf/chipmodelnotice.pdf. See 75 FR 5808-11 for more prescribed requirements.	All employees regardless of enrollment or eligibility status.	Notice must be furnished annually.
Wellness Program Disclosure	Notice given by any group health plan offering a health contingent wellness program in order to obtain a reward. The notice must disclose the availability of a reasonable alternative standard (or possibility of waiver of the otherwise applicable standard). Disclosure must include contact information for obtaining the alternative and a statement that recommendations of an individual's personal physician will be accommodated. See 29 CFR § 2590.702(f) (2) (v) for prescribed requirements as well as model language.	Participants and beneficiaries eligible to participate in a health contingent wellness program in order to obtain a reward.	In all Plan materials that describe the terms of a health contingent wellness program (both activity-only and outcome-based wellness programs). For outcome-based wellness programs, this notice must also be included in any disclosure that an individual did not satisfy an initial outcome-based standard. If the Plan materials merely mention that a program is available, without describing its terms, this disclosure is not required.
Newborns' Act Description of Rights	Notice must include a statement describing any requirements under federal or state law that relate to a hospital length of stay in connection with childbirth. If the federal law applies in some areas in which the Plan operates and state law applies in other areas, the SPD should describe the federal or state requirements applicable to each area. See 29 CFR 2520.102-3(u) for prescribed requirements as well as model language.	Participants.	Notice must be included in the Summary Plan Description.

Women's Health and Cancer Rights Act (WHCRA) Notices	Notice describing required benefits for mastectomy-related reconstructive surgery, prostheses, and treatment of physical complications of mastectomy.	Participants.	Notice must be furnished upon enrollment and annually.
Grandfathered Plan Disclosure/Notice	Notice must disclose that the Plan is grandfathered and must include contact information. See 29 CFR 2590.715-1251.	Participants and beneficiaries.	Notice must be included in any Plan materials describing the benefits or health coverage.
Summary of Benefits and Coverage (SBC) and Uniform Glossary	A template that describes the benefits and coverage under the Plan, and a uniform glossary defining statutorily and NAIC recommended terms. See 29 CFR 2590.715–2715. The required SBC template is available at dol.gov/ebsa/pdf/correctedsbctemplate2.pdf and the Uniform Glossary is available at dol.gov/ebsa/pdf/SBCUniformGlossary.pdf. The SBC must include an internet address where an individual can review the Uniform Glossary as well as contact information for obtaining a paper copy.	Plans (provided by group health insurance issuers). Participants and beneficiaries.	SBC must be provided to Participants and beneficiaries with enrollment materials and upon renewal or reissuance of coverage. SBC must also be provided to special enrollees no later than the date by which an SPD is required to be provided (90 days from enrollment). The SBC and a copy of the Uniform Glossary must also be provided upon request within 7 days.
Summary of Benefits and Coverage: Notice of Modification	If a Plan makes a material modification in any of the Plan terms that would affect the content of the SBC that is not reflected in the most recently provided SBC, the Plan must provide notice of such change. This does not apply to changes that occur in connection with a renewal or reissuance. See 29 CFR 2590.715-2715.	Participants and beneficiaries.	Notice must be provided no later than 60 days prior to the date on which the modification will become effective.
Notice Regarding Designation of a Primary Care Provider	Any Plan that requires a Participant or beneficiary to designate a primary care provider must provide notice of the terms of the Plan or coverage regarding designation of a primary care provider and Participants' rights to designate any participating primary care provider who is available to accept the Participant; with respect to a child to designate any participating physician who specializes in pediatrics; and that the Plan may not require authorization or referral for OB/GYN care by a participating OB/GYN professional. See 29 CFR 2590.715-2719A. Model language is available at dol.gov/ebsa/patientprotectionmodelnotice.doc	Participants.	Notice must be provided with the Summary Plan Description or any other similar description of benefits.

Documents Disclosure Requirements

Employer Notice to Employees of Coverage Options	Employers subject to the Fair Labor Standards Act must provide a written notice informing the employee of the existence of the Marketplace, of the potential availability of a tax credit, and that an employee may lose the employer contribution if the employee purchases a qualified health plan. See Technical Release 2013-02 for prescribed requirements. A model notice is available at dol.gov/ebsa/healthreform/regulations/coverageoptionsnotice.html.	Must be provided by the employer to all employees regardless of Plan eligibility or part-time or full-time status.	Notice must be provided to all new employees.

Preexisting Condition Exclusion Notices and Certificates of Creditable Coverage - For Plan Years beginning on or after January 1, 2014, Plans are no longer required to issue the General Notice of Preexisting Condition Exclusion and Individual Notice of Period of Preexisting Condition Exclusion. Plans are also no longer required to issue Certificates of Creditable Coverage after December 31, 2014. These amendments were made because Plans are prohibited from imposing pre-existing condition exclusions for Plan Years beginning on or after January 1, 2014. For more information see 79 Fed. Reg. 10296-317 (Feb. 24, 2014).

Distributing Your ERISAEdge ERISA Plan Document/Summary Plan Description (SPD) and Plan Amendments/Summary of Material Modifications (SMMs) per ERISA Disclosure Requirements

You must distribute your ERISA Plan Document/SPD and Plan Amendments/SMMs to all covered participating employees.

Just as with other ERISA materials (e.g., Annual Notices and Summary Annual Reports (SARs)), the document must be furnished automatically in a manner "reasonably calculated to ensure actual receipt of the material," and must be delivered using one or more methods "likely to result in full distribution."

The document can be distributed in paper form or electronically. Per the regulations, appropriate electronic delivery methods include via email or attachment to email, via a company website, and providing documents on a magnetic disc, a CD or DVD.

Determining Appropriate Manner for Disclosing your ERISA Plan Document/SPD (Electronically or in Paper Form)

Disclosing your ERISA Plan Document/SPD electronically via email, website, etc.

1. For covered participating employees who are able to access these documents electronically at their worksite location (where they are reasonably be expected to perform employment duties, and for whom access to the electronic system is an integral part of their job): you will not need their consent to receive the document electronically.
2. For covered participating employees who do not meet the criteria set forth in item (1): you must obtain their written consent to receive the document electronically. (A sample Consent to Receive Electronic Plan Disclosures form is attached.)
3. For covered participating employees who do not meet the criteria set forth in item (1) or (2): you must provide them with a paper copy in a manner to ensure receipt of the document, (e.g. first class mail, interoffice mail, payroll stuffer, etc.).

Important Note: The Certificates of Coverage you have received from your insurance carriers (and/or Summary Plan Descriptions you have received from the service providers of your self-insured benefits) are incorporated by reference into your ERISA Plan Document/SPD. If you have already distributed these materials to covered participating employees, then you need only distribute the Plan Document/SPD that was provided to you by ERISAEdge. If you have not already distributed these materials to covered participating employees, then you should distribute them along with the Plan Document/SPD that was provided to you by ERISAEdge.

Disclosing your ERISA Plan Document/SPD electronically via email through DoxBox

For covered participating employees who meet the criteria set forth in item (1) or (2) above: set up distribution to each via DoxBox.

It is important to confirm that the Plan Document/SPD's manner of delivery was aimed at ensuring receipt. To that aim, DoxBox tracks Recipient acknowledgement of the documents and maintains an audit trail of these acknowledgements.

Disclosing your ERISA Plan Document/SPD electronically other than via email

For covered participating employees who meet the criteria set forth in item (1) or (2) above: set up distribution to each via another form of electronic media (not email; e.g., magnetic disc, a CD, or a DVD). A notice similar in content to the sample email presented above should accompany the disc, CD, etc.

For covered participating employees who do not meet the criteria set forth in item (1) or (2): you must provide them with a paper copy in a manner to ensure receipt of the document (e.g. first class mail, interoffice mail, payroll stuffer, etc.).

It is important to note that an employee who receives an electronic disclosure of the materials always has the right to request a paper copy of the Plan Document/SPD at any time.

Disclosing your ERISA Plan Document/SPD via hard copy

If the Plan Document/SPD will not be disclosed electronically no consent is required from the covered participating employee. The paper copy may be delivered in any manner reasonably calculated to ensure receipt of the document, including first class mailing, third class mailing, including with paychecks, etc.

If ever challenged in regard to distribution of the Plan Document/SPD, a Plan Sponsor must show proof of reasonable distribution. Such proof is accomplished by various means by different employers.

Consent to Receive Electronic Plan Disclosures

Date:

«CLIENT_NAME»

Consent to Receive Electronic Plan Disclosures

Individuals entitled to receive benefits under the «CLIENT_NAME» Employee Benefits Plan (the Plan) are also entitled to be furnished with certain documents required by ERISA. «CLIENT_NAME» intends to provide the following documents (as described below) electronically to you by CD, Company Intranet, or email:

- the Summary Plan Description (SPD);
- any required Summaries of Material Modifications (SMMs);
- the Summary Annual Report (SAR); and
- any documents required to be furnished under ERISA § 104(b)(4) on request by a participant or beneficiary under the Plan or made available under ERISA § 104(b)(2).

What You Must Do:

To receive documents, you must complete and return the following Consent to Receive «CLIENT_NAME» Employee Benefits Plan Disclosures by _____ (insert CD, Company Intranet, email, etc.)

You may withdraw this consent at any time by notifying «NAME_OF_BENEFIT_CONTACT» via an email message to «EMAIL_BENEFIT_CONTACT» or via interoffice mail that indicates in the subject line: "Consent Withdrawn for _____ (insert CD, Company Intranet, email, etc.)" and includes in the body your full name, address, and phone number.

Consent Withdrawn for _____ (insert CD, Company Intranet, email, etc.) and includes in the body your full name, address, and phone number. Provide us with an address to which paper documents should be sent.

Your Right to a Paper Copy:

You have a right to request and obtain a paper version of any document at no charge and at any time. If paper version is available, you will receive immediately or a paper copy will be sent to you via interoffice or U.S. mail. To request paper copy, contact «NAME_OF_BENEFIT_CONTACT», who acts on behalf of the Plan Administrator, at «PHONE» or «EMAIL_BENEFIT_CONTACT». You must provide an address to which paper documents should be sent.

Consent to Receive Plan Disclosures by _____ (insert CD, Company Intranet, Email, etc.)

I have read and received the Statement Regarding «CLIENT_NAME» Employee Benefits Plan Disclosures (the Statement), which is set out above.

- I consent to receive the type of documents described in the Statement by _____ (CD, Company Intranet, email, etc.).
- I confirm that am able to access information in the format that is described in the Statement. I understand that I will receive copies of the types of document described in the Statement only in the _____ (CD, Company Intranet, email, etc.) form described unless I exercise my right to affirmatively request a paper copy of such document.

I understand that I may withdraw this consent at any time by notifying «NAME_OF_BENEFIT_CONTACT» via an email message to «EMAIL_BENEFIT_CONTACT» or via interoffice mail that indicates in the subject line: "Consent Withdrawn for Electronic Disclosure" and includes in the body my full name, address, and phone number.

Consent Withdrawn for Electronic Disclosure and includes in the body my full name, address, and phone number.

_____ _____

Employee Signature Date

Please return to: Contact: «NAME_OF_BENEFIT_CONTACT»
Employer: «CLIENT_NAME»
Mailing or interoffice address: «ADDRESS»
«CITY_STATE_ZIP»
Email address of contact: «EMAIL_BENEFIT_CONTACT»

TASC Invoicing Practices

Purpose

TASC's Invoicing Practices aim to foster a clear understanding by communicating expectations to all Clients, ensuring compliance to TASC Plans and services, creating consistency between all of TASC's divisions, and ensuring the continuation of services.

Philosophy

To ensure that TASC operations continue to run smoothly, various actions need to occur in a timely manner, including the payment of TASC administrative fees. Paying in advance demonstrates that the Plan is for the benefit of employees and provides further evidence that the Plan has been established on a pre-thought basis. TASC invoices in advance for two reasons:

1. TASC requires a commitment in advance of the business being processed, and
2. TASC requires a payment history for its Clients, so as to determine the Clients' status of good standing.

Types of Payments for Administrative Fees

- Debit - Clients may pay administrative fees or funding invoices via an electronic ACH Debit transfer.

Client Responsibilities

- Please make your checks payable to TASC Administration. Checks incorrectly payable to DoxBox can cause some confusion and may delay the administration of your Plan.

- Mail invoices and payments in the envelope provided (goldenrod color) to: TASC, 2302 International Lane, Madison, WI 53704-7098.

  - All invoice payments must be submitted separately from all other payments and transactions.
  - All invoice payments must be made separately (i.e. one check with one invoice).

- Notify TASC of any disputes or any changes.

Confidentially Speaking Reporting Program

Program Demonstrates Commitment to Excellence

The Confidentially Speaking program guarantees that TASC employees, customers, and vendors can safely and anonymously communicate with management regarding sensitive information.

Why did TASC Implement this Program?

A renewed interest in corporate governance, spurred by the Sarbanes-Oxley Act, has motivated many organizations to implement an anonymous reporting hotline. Because TASC's Confidentially Speaking system helps employees, customers, and vendors voice their opinions and concerns, we're able to gain valuable feedback that otherwise might not be forthcoming. Finally, besides helping our efforts to mitigate risk, this information helps us maintain an ethical environment within TASC.

As part of our organization's core values and best practices, we expect TASC to conduct business in a legal and ethical manner. We do not condone any illegal or unethical behavior. All members of our TASC team are asked to let us know immediately if they become aware of unacceptable activity occurring within the organization. TASC management in turn takes steps to appropriately address the issue.

How Does it Work?

If you have knowledge about the occurrence of unethical activity, promptly report the situation to a Confidentially Speaking representative via website or phone. You may remain 100% anonymous, no matter the method of reporting.

Reporting via Website: www.tasc.alertline.com

The user-friendly website makes reporting easy. It walks you through each step of the reporting process, which includes answering a few questions required as part of the feedback collection process. You may also upload supporting documents to the website.

If you wish to receive follow-up information, you may do so in two ways. You may create a custom website password to allow you to check the case status and communicate anonymously. Or, you may provide an email address to receive follow-up information anonymously.

Possible Categories of Unacceptable Activities and Unethical Behavior

Accounting, Auditing, and Financial Concerns

Conflict of Interest Falsification of Information

Release of Proprietary Information Fraud, Deceit, and Embezzlement

Securities Violations

Theft, Safety Concerns, Company Policy Violations

Confidentially Speaking is administered by Navex Global, and independent organization that is contractually forbidden to disclose your personal information to TASC.

Reporting via phone: 877-874-8416

If you would rather call, a highly trained representative will thoroughly interview you about the issue. It is advantageous to be as upfront as possible with the interviewer. Once the report/call is complete, you will receive a unique code related to your report which will allow you to check the case status and/or to follow- up on the matter.

After Reporting

The issue will be investigated and escalated as necessary and appropriate. Besides helping our efforts to mitigate risk, this information helps us maintain an ethical environment within TASC. Comments and feedback are taken seriously and may directly affect the success and culture of our organization.

COBRA Administration
Health Reimbursement Arrangements (HRA)
FlexSystem Flexible Spending Accounts (FSA)
ERISA Compliance
FMLA Administration
PayPath Payroll Services
TASC Health Savings Account (HSA)

TC-5607-051716