



1700 North Brown Road, Suite 106 • Lawrenceville, GA 30043
Toll free: 800-789-8765 Fax: (678) 825-1261

TO: Plan Participant, Church Treasurer, or Benefits Administrator
FROM: PCA RBI Office
SUBJECT: PCA Group Insurance – Online Payments and Invoices by Email
DATE: February 2018

In addition to the information provided below, you will also want to read and become familiar with new request for processing employment changes listed on the last page of your invoice.

Electronic Group Insurance Payments:

Some of you have been submitting Group Insurance payments via our online payment portal for a year or so now. Others may not be aware monthly insurance payments may be made via electronic payments either by card or check. This is a secure site which provides the option to store credit card information for future payments, if desired. If you would like to make your February payment online, follow the instructions below.

- To access the online payment portal, visit our website, www.pcarbi.org/log-in/ and click *Pay my organization's group insurance invoice*.
- You will be asked to enter your organization number (which is listed on your invoice as Org ID). **Please add PCA in front of your Organization ID.** For Example: PCAXXXX. This will allow you access to view and pay the current month's total amount due for your church or approved organization.

We will continue to send your monthly group insurance invoice via email or regular US Mail for your verification of current staff enrollment and the total premiums due each month.

Receive Invoice by Email:

You may request to receive your monthly invoice (and memo) by email rather than by US Mail. To request this change for your invoice, you may send an email to insurance@pcanet.org with the Organization Number, the contact name, and the email address. We will process the request and your next monthly invoice will arrive as a .pdf email attachment which may be printed and processed as usual.

Annual Compensation Updates:

It is important that updates to salary *and housing (if ordained)* be communicated to our office as they occur. The employee's combined compensation (salary plus housing) is the driver for Long Term Disability claim and premium calculations. The total compensation is also used to set the maximum coverage for some of our life insurance products. We have a form available from the *Forms & Resources* section on our website which may be used for submitting the salary updates. ***Note:*** *Compensation updates will be reflected in the next month's LTD invoice premiums. We do not retro bill for premium changes resulting from compensation updates.*

Call our office today with questions you may have about these topics or for instructions for locating the correct forms for new hires or salary updates, etc. You may also send your question by email to insurance@pcanet.org.

KEEP FOR FUTURE REFERENCE

Mailing Addresses with Optional FAX and Email Information		
<u>Insurance Payments ONLY</u>	<i>Insurance Correspondence</i>	<u>Retirement Plan Contributions</u>
<p>Make check payable to: PCA Group Insurance <i>On-line payments are now accepted.</i> Please call RBI for details.</p>	<p>Notes, employment, and/or coverage changes, completed forms, salary updates, etc. should be sent directly to our office:</p>	<p>Make check payable to: PCA Retirement Plan On-line retirement plan contributions are now accepted. <i>Please call our office for details.</i></p>
<p>Mail payment and voucher to: PCA Group Insurance PO Box 896529 Charlotte, NC 28289-6529 This lockbox is ONLY for insurance payments. <i>No correspondence please.</i></p>	<p><u>FAX:</u> 678-825-1261 <u>Email:</u> insurance@pcanet.org <u>US Mail:</u> PCA Retirement & Benefits, Inc. 1700 N Brown Rd Ste 106 Lawrenceville, GA 30043</p>	<p>Mail payment with matching remittance form to: PCA Service Center 5446 California Ave SW, Suite 200 Seattle, WA 98136</p>
<p>How to let RBI know of Staff Employment and Benefit Changes:</p> <ol style="list-style-type: none"> 1. Make a copy of the current invoice page where the employee's name and coverage are listed. 2. Add a note under the employee's name with the <i>effective date of the change (MM/DD/YY)</i> and include a short informational description or explanation for this change and the termination of benefits. Some examples are: Part-time as of this date, Retired, Resigned Call, Terminated, End of Call, etc. 3. Mail, FAX, or email this page to our office for processing. Our mailing address, FAX number, and email address are listed above. <i>Please do not include employment changes with your monthly payment.</i> <p><i>PCA monthly coverage is terminated as of the last day of the last month the employee worked.</i></p> <p>RBI will process the employment change as well as premium credits for the month the employee was on your invoice beyond the last date worked. Any credits will be reflected on your next monthly invoice.</p>		
www.pcarbi.org	800-789-8765	FAX: 678-825-1261
<p><u>Insurance Plan</u> questions including Enrollments, Forms, Changes, SmartBen, and Eligibility: Bonnie Nowak x1284 Sandie Robertson x1184</p>		
<p>How participants can use <i>insurance benefits</i> effectively and specific questions about insurance benefits: Ed Dunnington x1196 David Anderegg x1296 Mark Melendez x1274</p>		
<p>Insurance Invoice or Payment Questions: Bonnie Nowak x1284 Sandie Robertson x1184 Sybil Pullen x1292</p>		
<p><u>Retirement Plan</u> questions including Enrollment, Forms, Eligibility, Contributions, and Withdrawals: Myra Davis x1282 Jan Magnuson x1190 Ed Dunnington x1196</p>		
<p>How participants can properly plan for <i>retirement</i> and specific questions about <i>RBI investments</i>: Ed Dunnington x1196 David Anderegg x1296 Mark Melendez x1274</p>		
<p><u>Call Package Guideline</u> questions regarding the content and structure of a TE's compensation package: Ed Dunnington x1196 David Anderegg x1296 Mark Melendez x1274</p>		
<p>Ministerial Relief Offering, Applications and on-line Donations: Vickie Poole x1280 Bob Clarke x1270 PCA Ministerial Relief, 1700 N Brown Rd Ste 106, Lawrenceville, GA 30043</p>		
<p>Employee Access to SmartBen</p>		
<p>All employees <i>currently enrolled</i> in PCA insurance plans may log into SmartBen by entering their User Name (nine-digit Social Security Number with no dashes used, e.g., 111-11-1111 would be entered as 111111111) and Password (six-digit date of birth in the format of MMDDYY with no dashes or slashes included within the password; so, January 7, 1980 would be entered 010780).</p> <p>After the initial login, each employee will be asked to change their password to a new password. You may reach SmartBen by (1) visiting the RBI website (www.pcarbi.org) and selecting "login" or (2) going directly to SmartBen (www.smartben.com) to login.</p>		