

TO: Plan Participant, Church Treasurer, or Benefits Administrator
FROM: PCA RBI Office
SUBJECT: PCA Group Insurance – Church is the Employer
DATE: May 2021

Please forward the information in this memo to others in your church or organization who are most likely to benefit from the information shared today.

We often notice a delay in the information flow between the local churches and our office as it relates to “new hires” when adding PCA benefits as well as the “terminations” when ending PCA benefits for a pastor or staff member.

Church is Employer: As you are already aware, your church or school, while a ministry, is a small business. The church is the Employer and the staff are considered Employees like any other business in your city. Employers administer New Hire payroll and benefits within 30 days of employment and process the end of benefits and payroll within 30 days of last date worked.

PCA Benefits: As the Employer, and active with PCA Group Insurance, there are two steps to complete when adding PCA benefits for the church Employees:

- 1) *Insurance Adoption Agreement (IAA)* – This document acts as confirmation of the Group relationship between the church and our office with the indication of which benefits will be offered to the staff.
- 2) *Enrollment form* is completed and submitted for the new Employee. The info on the form is used to set up an account in our online system, SmartBen. The completed enrollments generate the monthly invoice which is paid by the church/Employer.

Employee Updates: As needed, address changes, salary changes, etc. are forwarded to our office by the church/Employer. In the same way, it is the Employer who should forward to us the termination information for church staff/Employees within (30) days of the last date worked. Our preference is to receive a note with the last date worked on a scanned copy of the invoice where the person’s name and benefits are listed sent by email to insurance@pcarbi.org. The timeframe of reporting the employment change to our office allows the insurance carriers the option to port or convert their life or LTD insurance from Group to Personal within a set number of days after termination of employment.

Employee Handbook: An Employee Handbook is a helpful tool for the staff and the employer. Establishing the guidelines in the handbook communicates the expectations for both the employer and employee. In addition to the benefit information most handbooks include expectations for *office hours and attendance, dress code, confidentiality, holidays and office closings, vacation days, sick time, payroll policies, severance, etc.* An Employee Handbook is protection for both the Employer and the Employee as the details relevant to employment are clarified. It becomes a handy reference guide and may be a useful tool in prevention or resolution of issues or conflicts.

Free Resources: You may download an *Employee Handbook template (and other helpful documents)* from the **RBI Employer Assistance** section of our website: <https://pcarbi.org/>. Select *Resources* and *For Churches and Administrators* then select *Administrator Resources* and view the *Church Manuals* section to locate the handbook template.

Brotherhood Mutual also has these similar resources along with security and legal documents that may be valuable tools for your organization. <https://www.brotherhoodmutual.com/resources/>.

Call our office today with questions you may have about the information in this memo. You may also send your question by email to insurance@pcarbi.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>
Make check payable to: PCA Group Insurance <u>On-line payments are now accepted.</u> Please call RBI for details.	Notes, employment, and/or coverage changes, completed forms, salary updates, etc. should be sent directly to our office:	Make check payable to: PCA Retirement Plan On-line retirement plan contributions are now accepted. <i>Please call our office for details.</i>
<i>Mail payment and voucher to:</i> PCA Group Insurance PO Box 896529 Charlotte, NC 28289-6529 This lockbox is ONLY for insurance payments. <i>No correspondence please.</i>	PCA Retirement & Benefits 1700 N Brown Rd Ste 106 Lawrenceville, GA 30043 FAX: 678-825-1261 Email: insurance@pcarbi.org	<i>Mail payment with matching remittance form to:</i> NWPS - PCA Service Center 4025 Delridge Way, Suite 250 Seattle, WA 98106
How to let RBI know of Staff Employment and Benefit Changes:		
<ol style="list-style-type: none"> 1. Make a copy of the current invoice page listing the employee's name and coverage. 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. Email, FAX, or mail this page to our office for processing. Our email address, FAX number, and mailing address are listed above. <i>Please do not send employment changes or notes to the lockbox 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. Premium credits will be reflected on your next monthly invoice.</p>		
www.pcarbi.org	800-789-8765	FAX: 678-825-1261
Insurance Plan questions including: Enrollment Eligibility, Forms, Insurance Products, Employment Changes, SmartBen, Insurance Invoice or Payments	Bonnie Nowak x1284 Sandie Robertson x1184	
Financial Planning Advisors: Schedule a phone call appointment to discuss: <ul style="list-style-type: none"> • appropriate benefit structure and insurance benefits • planning for retirement • specific questions about RBI investments • Call Package Guideline content • structure of a TE's compensation package 	Peggy Henry x1198	
Retirement Plan questions including: Enrollment Eligibility, Forms, Contributions, Withdrawals	Myra Davis x1282	Tom Bryant x1192
Ministerial Relief <ul style="list-style-type: none"> • Offering • Applications • On-line Donations 	Chris Zurbach x1272	Jon Medlock x1270
Employee Access to SmartBen		
<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; so, January 7, 1980 would be entered 010780). After the initial login, employees will be asked to change their password to a new password.</p> <p>You may reach SmartBen by (1) visiting the RBI website (www.pcarbi.org) and selecting "login" or (2) going directly to SmartBen (https://pca.smartben.net) to login. In SmartBen you may review and print your current benefit enrollments: from My Benefits, select <i>View Enrollment Confirmation</i>. The plan certificates (plan details) for your current benefits are available by selecting Plans from the selections available along the top of the Welcome page.</p>		