

User Guide

Request for Benefit Implementation (RBI)



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OVERVIEW

MESSA has streamlined the process of submitting a Request for Benefit Implementation (RBI) so that MESSA business accounts may submit an RBI using online software. If there is an existing quote, it can be easily converted into an RBI and submitted to us electronically.

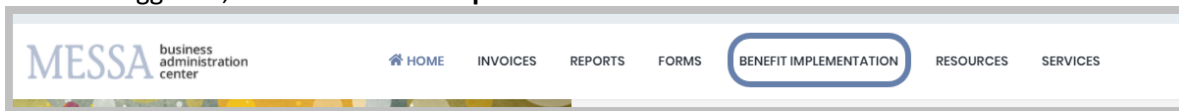
If there is no quote, the business account representative will be walked through the process by answering a series of questions about the group of employees (Benefit Class/Eligibility Rule, jobs, and benefits being changed). The system then populates the fields, creates an RBI, and displays a confirmation page to print or save electronically.

This portal may also be used for adding or removing benefits for a group, canceling benefits for groups, and creating new groups.

If you are trying to make a change that cannot be done using the online RBI system, please contact MESSA Field Services at 800.292.4910 for assistance.

ACCESSING MESSA'S ONLINE RBI PAGE

- Go to www.messa.org and log into the Business Administration Center
- Once logged in, click on **“Benefit Implementation”**



SUBMITTING AN RBI WITH AN EXISTING QUOTE

- To create an RBI with an existing quote ID, select **“Change benefits using an existing quote”**.
- Click **“Continue”**.


The screenshot shows a progress bar at the top with three stages: 'Start', 'Edit', and 'Complete'. The 'Edit' stage is active. The main heading is 'What would you like to do?'. There are four radio button options: 'Change benefits using an existing quote' (selected), 'Change benefits for a group', 'Create a new group', and 'Cancel all benefits for a group or groups'. Below the options is the text: 'Questions? Call MESSA Field Services at 800.292.4910.' A blue arrow points from the selected option to a blue 'CONTINUE' button in the bottom right corner.

- Enter the effective date and the quote ID
 - A valid quote ID number is a six-digit number that starts with a three (3).
 - The quote ID’s effective date must be within the same renewal year as the RBI effective date.
 - MESSA requires a 15-day notice for all RBIs.
 - Effective dates default to the first of the month.
- Click **“Continue”**.

The screenshot shows a progress bar at the top with four stages: 'Start', 'Select Date/Quote ID', 'Review Quote', and 'Complete'. The 'Select Date/Quote ID' stage is active. There are two input fields: 'When is the change effective?' with the value '04/2021' and a calendar icon, and 'What is the quote ID?' with the value '347233'. Both fields are circled in blue. A blue arrow points from the quote ID field to a blue 'CONTINUE' button in the bottom right corner. At the bottom left, there are 'BACK' and 'CANCEL' buttons.

- Review the quote and click **“Submit”**.

Apply the changes below on 04/01/2021.



1475 Kearsdale Boulevard, PO Box 2560
East Lansing, MI 48826-2560
800.292.4910

Quote Summary Exclusively for

[Redacted Name]

Quote Request ID: [Redacted]
MESSA Field Rep: [Redacted]
Date Created: [Redacted]

Quoted Group(s): [Redacted]

Medical plans

Description	Current Benefits		Census Used	Quote ID: 347233	
	Current Benefits	Rate		Quoted Benefits	Rate
Plan	Choices (7F)			Choices (7F)	
IN Deductible:	\$500/\$1000			\$500/\$1000	
IN Coinsurance:	0%	\$739.06	S: 1	0%	
OLIOV/SV Copay:	\$20/\$20/\$20	\$1,662.87	2P: 0	\$20/\$20/\$20	
UCIER Copay:	\$25/\$50	\$2,069.36	F: 2	\$25/\$50	
Rx Coverage:	Saver Rx			Saver Rx	
Riders:	None			None	
Plan	Choices (8C)			Choices (8C)	
IN Deductible:	\$1000/\$2000			\$1000/\$2000	
IN Coinsurance:	0%	\$696.83	S: 0	0%	
OLIOV/SV Copay:	\$20/\$20/\$20	\$1,588.08	2P: 0	\$20/\$20/\$20	
UCIER Copay:	\$25/\$50	\$1,951.40	F: 0	\$25/\$50	
Rx Coverage:	Saver Rx			Saver Rx	
Riders:	None			None	


- “Success!”**
- To start another request, click **“Start Another Request”**.

✓
Start

✓
Select Data/Group

✓
Update Benefits

✓
Complete



Success!

A confirmation and a copy of your changes has been emailed to [Redacted]
Questions? Call MESSA Field Services at 800.292.4910.

SUBMITTING AN RBI WITHOUT AN EXISTING QUOTE

- To create an RBI without an existing quote ID, select **“Change benefits for a group”**.
- Click **“Continue”**.

- Enter the effective date and select the group that is changing benefits.
- Click **“Continue”**.
- MESSA requires a 15-day notice for all RBIs.

*Active jobs in the group will display next to the group changing benefits.

- Review current benefits displayed.
- If the “Add Benefit” button is dark green, you can add a benefit.
- To add Medical, click “Add Benefit” and add the new plan.
- Click “Submit”.

Start | Select Date/Group | Update Benefits | Complete

YOU ARE WORKING WITH THE GROUP: Teachers

MEDICAL DENTAL VISION LIFE/AD&D DISABILITY

+ Add Benefit + Add Benefit + Add Benefit + Add Benefit + Add Benefit

MESSA Choices
 IN Deductible: \$500/\$500
 IN Coinsurance: 0%
 OVI/UCR: \$100/\$500
 Rx Coverage: 3-Tier Rx with Mandatory Mail

MESSA ABC
 IN Deductible: \$1,400/\$2,800
 IN Coinsurance: 0%
 OVI/UCR: \$0/\$500
 Rx Coverage: MESSA ABC Rx

BACK CANCEL SUBMIT

Add Medical

Plan: Select one. In-network deductible: [dropdown]

In-network coinsurance: [dropdown] Office visit copay: [dropdown]

Urgent care copay: [text] Emergency room copay: [text]

Prescription copay: [dropdown] EAI rider: [dropdown]

Cancel SUBMIT

- To add Dental, click “Add Benefit” and add the new plan.
- Click “Submit”.

Start | Select Date/Group | Update Benefits | Complete

YOU ARE WORKING WITH THE GROUP: Teachers

MEDICAL DENTAL VISION LIFE/AD&D DISABILITY

+ Add Benefit **+ Add Benefit** + Add Benefit + Add Benefit + Add Benefit

MESSA Choices
 IN Deductible: \$500/\$500
 IN Coinsurance: 0%
 OVI/UCR: \$100/\$500
 Rx Coverage: 3-Tier Rx with Mandatory Mail

MESSA ABC
 IN Deductible: \$1,400/\$2,800
 IN Coinsurance: 0%
 OVI/UCR: \$0/\$500
 Rx Coverage: MESSA ABC Rx

BACK CANCEL SUBMIT

Add Dental

Diagnostic and preventive services (Class I): 80% Basic services (Class II): 80%

Major services (Class III): 80% Orthodontic services (Class IV): 80%

Annual maximum:
 Specific amount: 1000
 Minimum: \$1,000 Maximum: \$5,000 \$100 increments
 Usual, customary, and reasonable

Lifetime maximum:
 Specific amount: 5000
 Minimum: \$500 Maximum: \$5,000 (up to amount bargained) \$100 increments
 Usual, customary, and reasonable

X-rays: Class II Adult orthodontics: No

Sealants: No Cleanings: 2

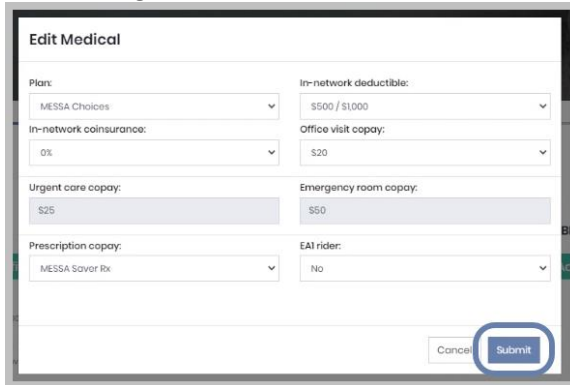
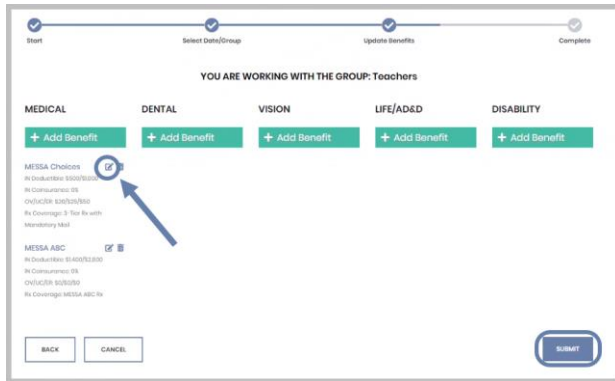
Cancel SUBMIT

- To add Vision, click “Add Benefit” and add the new plan.
- Click “Submit”.

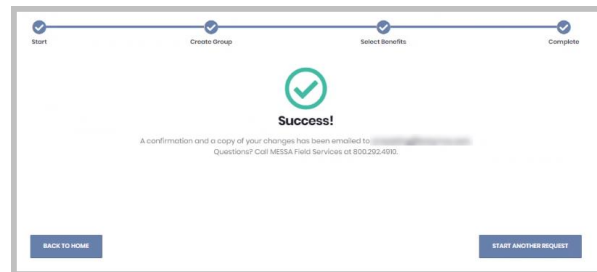
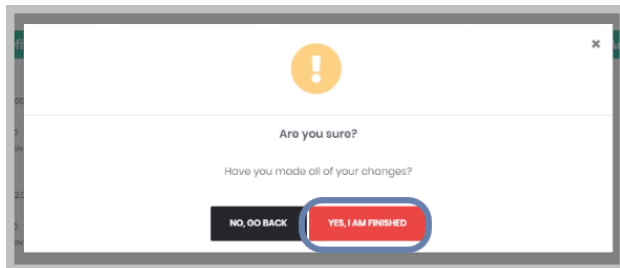
- To add Life/AD&D, click “Add Benefit” and add the new plan.
- Click “Submit”.

- To add Disability, click “Add Benefit” and add the new plan.
- Click “Submit”.

- If the “Add Benefit” button is faded green, the max benefits have been reached for that plan.
- If you have reached the max benefits for any given plan, you can edit any of the current plans by clicking the edit button, making your change, and clicking “Submit”.



- “Are you sure?”
- “Success!”



CREATING A NEW GROUP

- To create a new group, select **“Create a new group”**
- Click **“Continue”**.

The screenshot shows a progress bar at the top with three steps: Start, Edit, and Complete. The main heading is "What would you like to do?". There are four radio button options: "Change benefits using an existing quote", "Change benefits for a group", "Create a new group", and "Create a new group for multiple group members". The "Create a new group" option is selected and circled in blue. Below the options is the text "Questions? Call MESSA Field Services at 800.282.4910." At the bottom right, there is a blue "CONTINUE" button, also circled in blue, with a blue arrow pointing to it from the selected option.

- Enter the effective date and name of your group.
- Click **“Continue”**.

The screenshot shows a progress bar at the top with four steps: Start, Create Group, Select Benefits, and Complete. The screen is divided into two columns. The left column has the heading "When is the change effective?" and a date input field containing "02/2021" with a calendar icon. The right column has the heading "What is the name of the group?" and a text input field containing "Test Group". At the bottom left are "BACK" and "CANCEL" buttons. At the bottom right is a blue "CONTINUE" button, circled in blue, with a blue arrow pointing to it from the group name input field.

- Add benefits to your group.
 - Select previous medical carrier (required).
- Once you have added all benefits, Click **“Submit”**.

Start Create Group Select Benefits Complete

YOU ARE WORKING WITH THE GROUP: Test Group

MEDICAL **DENTAL** **VISION** **LIFE/AD&D** **DISABILITY**

+ Add Benefit + Add Benefit + Add Benefit + Add Benefit + Add Benefit

Essentials by MESSA

IN Deductible: \$275/\$750

IN Coinsurance: 20%

OV/LC/TR: \$25/\$50/\$200

Rx Coverage: Essentials by MESSA

Previous medical carri-

Previous medical carrier is required.

Life: \$50,000

AD&D: \$50,000

BACK CANCEL SUBMIT

- “Are you sure?”
- “Success!”

Are you sure?

Have you made all of your changes?

NO, GO BACK YES, I AM FINISHED

Start Create Group Select Benefits Complete

Success!

A confirmation and a copy of your changes has been emailed to: [redacted]

Questions? Call MESSA Field Services at 800.292.4900.

BACK TO HOME START ANOTHER REQUEST

CANCELING ALL BENEFITS FOR A GROUP OR GROUPS

- To cancel all benefits for an existing group(s), select **“Cancel all benefits for a group or groups”**.
- Click **“Continue”**.

- Enter the effective date and select the groups in which you are cancelling benefits.
- Active jobs within those groups will appear.
- Select your new benefits carrier (required).
- Click **“Submit”**.

- Are you sure?”
- **“Success!”**