

Fall, 2009

A fresh approach

The billing and administration system that produces your group's premium notice is a mainframe system that has been in service from our first days as a brand new life insurance company in 1986.

We feel fortunate that our system has been serviceable for 23 years. The long-term viability of our core system was due largely to the vendor's competence in meeting our concerns, and over the years, they became a valued partner in the maintenance of the core system.

With all the changes in technology, the day eventually came when our vendor advised their customers that support of the old mainframe system was being discontinued in favor of a newer, client server-based software. AICK, in turn, launched a year-long search for the best technology to meet the needs of our business. And, after all the demonstrations, comparative exercises and price concessions were finalized, our old vendor's new client server application was selected to be part of our future systems, too.

A go-live date has been tentatively established for the Fall of 2010; so we will be moving quickly to meet this goal. Our vendor's familiarity with both our old and new systems has been a great advantage. The configuration exercises, the conversion processes and the resulting transitional period are all being treated as opportunities for improvement across the board.

Increased flexibility and functionality are anticipated with this change in systems. We are looking forward to identifying ways we can use our new system to be a better carrier and will be sharing more updates with you over the next year.



Reminders

- All fields must be completed on the enrollment form for AICK to process it. Incomplete forms may be returned, delaying the enrollment process.
- Beneficiary changes must be signed, dated, and received by AICK **prior to an insured's death** to be effective. Send any changes to us as soon as possible!
- Always provide a Conversion Privilege form to terminating employees who have been insured under your group life plan.

Introducing...

Some of the employees that serve our customers are probably not someone you would need to call on very often - we do want you to know who they are, though, just in case.



Debbie Agan

Debbie joined the Claims department at Advance Insurance Company of Kansas in June 2009. She finds that both her LPN degree and her background as a health underwriter for Blue Cross and Blue Shield of Kansas for the past three and 1/2 years has been helpful with our life and disability claims. Debbie is the Claims Specialist for businesses beginning with the letter M through Z.

Buffy Coleman

Buffy is our online specialist and has lots of experience with our BluesEnroll and eBilling systems. She came to us from Blue Cross and Blue Shield of Kansas in January 2006 with nearly 10 years of experience in Customer Service and the Membership department; and, has added over three more years experience with our life systems since then. Anytime you have a question about an online payment for Advance Insurance Company of Kansas, ask for Buffy.



eBilling —

You may view your bills and your payment activity 24 hours a day, seven days a week through the online convenience of eBilling. You can:

- Pay bills
- Print and export bills
- Turn off the paper bill and go paperless! (at your option)

To sign up for eBilling, contact AICK at 1.800.530.5989.