WELCOME TO CONCORDIA PLANS!

Founded more than 50 years ago, Concordia Plans provides worker benefits and business services to The Lutheran Church–Missouri Synod ministries. Our workers and ministries are at the heart of every decision we make, and we welcome you to our CPS community!

Because navigating worker benefits can be challenging, we’ve made every effort to make our materials and processes easy and intuitive. If at any point you get ‘stuck,’ we want you to know that we are here to help. This brief guide is an overview to help you get the lay of the land. Complete information on administering the plans can be found in our Administrative Information for Treasurers and Business Managers.

Let’s get started!

TABLE OF CONTENTS:

How do I get started?................................................................. 3
What do I need to do? ............................................................. 3
Who do I enroll?........................................................................ 6
When are workers eligible to enroll? ..................................... 7
What are the rates and my ministry’s obligation to pay? ........ 8
When should I expect my invoice? .......................................... 9
What if I need help? ............................................................... 9
HOW DO I GET STARTED?

When beginning a new role and learning new responsibilities, it can be difficult to know what to do first. To help you administer your Concordia Plans benefits in the most efficient way possible, we recommend you start with these three items.

1. **Register for the employer portal.**

   The employer portal is your central “hub” for benefits administration.

   Click here for portal FAQs and instructions.

2. **Assign portal administrators.**

   Portal administrators have access to the employer portal. Your ministry may assign only one Plan Administrator and an unlimited number of Financial, HR and HR Read-Only Administrators.

   Click here to access the Benefits Portal Administrator Designation tool.

3. **Enroll in Online Billpay.**

   Online Billpay makes it as easy as possible to pay for your workers’ benefits. With Online Billpay you can make one-time, recurring or automatic payments.

   Click here for details about our online payment system and billing, or click here to access Online Billpay directly.

WHAT DO I NEED TO DO?

As a new administrator you are learning a lot of material quickly. We’ve created the list below to outline your basic responsibilities. Please be sure to read the Administrative Information for Treasurers and Business Managers for a full list.

1. Inform all eligible full-time workers about the benefits they will receive through Concordia Plans.
   - Click here for the Total Benefits Guide for members that showcases all member benefits CPS offers.
   - Encourage your workers to create a member portal account to see their personalized benefits.

2. Enroll all eligible full-time workers for the plans your ministry offers within 60 days of their eligibility. Enrollment can be completed by accessing the Benefits Administration System using the employer portal or by submitting a completed enrollment form to CPS.
   - Click here to learn how to enroll workers using the employer portal.
   - Click here to access the new worker enrollment form.

3. Initiate and maintain payroll deductions for workers’ contributions if enrolled:
   - For the Concordia Health Plan: Run a Payroll Deductions report in the employer portal/BAS to determine the full contribution amount for each worker enrolled in the CHP. Calculate each worker’s medical, dental and vision contributions after the employer cost-share has been applied and deduct the appropriate contribution amounts in your payroll system.
   - For Supplemental Life, Accidental Death and Dismemberment, Critical Illness Insurance, and Accidental Injury Insurance: Deduct the entire contribution amount for each worker in your payroll system.

   You will receive an email from CPS when workers make a change to their elections, so you can verify if it changes their payroll deductions and make updates accordingly. Here is a brief video to help explain the process.

   Refer to the rates section on page 8 for more information on employer and member contributions. Click here to learn about Payroll Deductions reports.
4. Report worker changes using the employer portal/BAS or the appropriate change form (ConcordiaPlans.org/employers/resources/forms). These changes include but are not limited to:
   > Terminations of employment, including retirement.
   > Changes to compensation as a result of updates to duties or hours worked per week.
   > Employee classification (rostered vs lay).
   Click here for instructions on making worker changes in the employer portal/BAS.

5. Instruct workers to make changes promptly on the member portal when they have a change in status, including changes in family status (marriage, divorce, new child, etc.) and other benefit changes. For member portal information and resources, visit ConcordiaPlans.org/portalhelp.

6. Read the monthly employer newsletter, Connecting the Dots, to learn important action items, updates and information to share with your workers.
   Click here to view the newsletter archive.

7. Share any notice or other communication from CPS that is intended for your workers.

8. Review all invoices received for accuracy and report discrepancies or concerns to CPS.

9. Pay all invoices when received and due. CPS provides a 30-day grace period prior to charging a 1% finance charge per month (compounded monthly) on any contribution past due.

10. Report and tax workers’ imputed income resulting from Group-Term Life Insurance (if applicable). GTL is the taxes due on a worker’s life insurance benefits.
    Visit ConcordiaPlans.org/GTL for additional information and instructions.

11. Update the annual compensation for all workers employed more than 20 hours per week and expected to work more than five consecutive months using the Annual Compensation Tool or worksheet. This is done each November for the following calendar year. This includes annual raises or salary adjustments. Only changes due to an increase/decrease in hours or changes in duties are reported during the year.
    Visit ConcordiaPlans.org/ACR for FAQs and additional details.

Additional responsibilities for the Concordia Health Plan

1. Distribute the following legal documents to all eligible workers (including new hires and newly eligible workers) and worker requests. These documents, additional resources, guides, plan documents and more can be found by visiting ConcordiaPlans.org/Plans:
   > Summary(ies) of Benefits and Coverage, SBC for the medical plan(s) you offer.
   > Dental and Vision At-a-Glance documents for the dental and vision plan(s) you offer.
   > HIPAA notification and Women’s Health and Cancer Rights Act information: Click here to access this document.
   > Children’s Health Insurance Program (CHIP) Model Notice: Click here to access this notice.

2. Report and tax workers on the value of rewards redeemed through the Vitality Wellness Platform. Include the value of these rewards in the employee’s gross income and treat as wages. These noncash wages are subject to FICA/SECA tax and applicable federal and state taxes, and should be included on the employee’s Form W-2. Do not pay the employee the rewards because they were paid by Vitality.
Additional responsibilities for Personal Spending Accounts
PSAs include health savings accounts, flexible spending accounts and health reimbursement arrangements. These benefits are administered directly though the PSA provider.

- For general questions about PSAs and CHP options, contact CPS at 888-927-7526.
- For ongoing support once your account is established, contact your PSA provider.
  > Further: 800-859-2144
  > Kaiser Permanente: 877-767-3399

For additional information on personal spending accounts, please reference our Employer Guide to Personal Spending Accounts.

Additional responsibilities for the Concordia Retirement Savings Plan 403(b)
Worker contributions to the CRSP 403(b) are not included in your monthly CPS invoices. These contributions are sent by you directly to Fidelity via 90 Degree Benefits.

1. Inform newly hired workers of their eligibility to contribute to the CRSP 403(b) by directing them to ConcordiaPlans.org/Save.
2. Set up payroll deductions or communicate contribution information to your payroll services provider.
3. Send worker contributions to Fidelity through the 90 Degree Benefits Service Center. If you use one of our payroll service providers, Paycor or Paychex, you can have them send your worker’s CRSP contributions on your behalf.
4. If your ministry has elected AutoSave, you will have additional notices that you will be required to distribute. Please reference the AutoSave CRSP 403(b) Guide for more information.

For additional information on CRSP 403(b) responsibilities, please read the Concordia Retirement Savings Plan 403(b) Administrative Guide.

Additional responsibilities for Supplemental Life Insurance, Accidental Death and Dismemberment Insurance, Accidental Injury Insurance and Critical Illness Insurance
Offering these voluntary benefits has no additional cost to the employer. Contributions for these benefits should be collected through payroll deduction and must be made post-tax in order to retain the benefits’ non-taxable status. You can determine the amount you should collect from your workers by running a Payroll Deductions report in the employer portal/BAS.

Click here for instructions on how to run a Payroll Deductions report.
**WHO DO I ENROLL?**

Follow these guidelines for enrolling full-time workers in the plan(s) your ministry has adopted.

A worker is eligible for most of the Concordia Plans if he or she is considered full-time, which means he or she works more than 20 hours per week and is expected to work more than five consecutive months. The five consecutive month requirement is used to differentiate permanent workers from temporary workers. This is not a probationary period.

Eligibility specific to each Plan is listed below.

**Concordia Retirement Plan and Concordia Disability and Survivor Plan**

All workers who work more than 20 hours per week and are expected to work more than five consecutive months must be enrolled in the CRP and CDSP. Because the CDSP offers spouse and child life insurance, these full-time workers should list their spouses and children as dependents for enrollment in the CDSP, regardless of their intent to enroll in the CHP or other benefits.

**Concordia Health Plan (CHP)**

Employers who offer the CHP to their workers designate one of the following requirements for CHP eligibility. Designations must be on file with CPS. **Designations and any cost-sharing must be applied in a uniform and non-discriminatory basis to all the employer’s workers:**

1. More than 20 hours per week and expected to work more than five consecutive months.
2. More than 25 hours per week and expected to work more than five consecutive months.
3. More than 30 hours per week and expected to work more than five consecutive months.
4. 30 or more hours per week and expected to work more than five consecutive months.

If a worker meets the full-time eligibility criteria your ministry has selected for the CHP, you must provide him or her with the option to enroll in the CHP (if your ministry offers it). If the worker declines the CHP, he or she must provide a reason from the list of eligible opt-outs on in the member portal or on the enrollment form.

**Concordia Retirement Savings Plan 403(b)**

If a worker works more than 20 hours and is expected to work more than five consecutive months, you must provide him or her with the option to enroll in and contribute to the CRSP 403(b). If your ministry has elected to provide the CRSP for part-time workers, workers with 20 hours per week or less should also be given the option to enroll in and contribute to the CRSP.
Supplemental Life, Accidental Death and Dismemberment, Critical Illness Insurance and Accidental Injury Insurance

If a worker works more than 20 hours and is expected to work more than five consecutive months, you must provide him or her with the option to enroll in Supplemental Life, AD&D, AI or CI (if your ministry offers any of these).

Special eligibility considerations for Students

- Vicars, student teachers and other student intern workers who are serving an employer and who will return to a college or seminary to complete their studies are not considered full-time workers and therefore are not eligible to enroll in the Concordia Plans or the AD&D as workers. However, those who have completed their formal course work and are not returning to a seminary or college (e.g., deferred vicars) are eligible to be enrolled at the option of the employer. Contact CPS for more information on this scenario.
- New graduates of LCMS seminaries, universities and colleges who are assigned by the Synod’s Board of Assignments for employment with your organization will normally be enrolled on the first day of the month after reporting for work. However, if the worker has completed all graduation requirements, the Plan provisions allow the employer to request that an assigned worker be enrolled prior to actually beginning employment. (Deferred vicars are not eligible for early enrollment.)

WHEN ARE WORKERS ELIGIBLE TO ENROLL?

Employees hired to be full-time workers, (see definitions in the “Who do I enroll?” section), should be enrolled in coverage on the first day of the month coinciding with or next following their full-time start date.*

Full-time employees who start work on a day other than the first of a month should be enrolled the first day of the following month.

Example 1: A full-time worker is hired on May 3. This worker would be enrolled in benefits as of June 1.

For full-time employees who start work on the first day of a month, each employer must determine if such employees are to be enrolled as of their start date or as of the first day of following month; however, employers must consistently enroll all workers (in a specified employee class) who start work on the first day of a month. Please contact your Account Manager if your enrollment date policy is the first of the month following hire date.

Example 2: A full-time worker hired on June 1:

- can be enrolled as of June 1, or
- should be enrolled on July 1 if you have submitted your policy that workers who start on the first day of the month are enrolled in benefits on the first day of the month following their start date.

When entering a new or newly eligible worker in the employer portal/BAS, you will enter the worker’s benefit eligibility date. If an enrollment form is submitted to CPS, full-time employees who start work on the first day of a month will be enrolled as of their full-time hire date, unless you have informed your account manager of your alternate enrollment date policy.

If a part-time or temporary employee later becomes a full-time worker, he or she becomes eligible for coverage and should be enrolled in the Plans as described above, treating the first day of full-time employment as his or her start date.

* If an employer has a probationary period on file with CPS, the eligibility date will be delayed by the length of the probationary period. The maximum length for a probationary period is 60 days.
ENROLLMENT AND TERMINATION DEADLINES

Coverage under the Concordia Plans is not automatic, as the employer must enroll or submit termination.

- New, newly eligible (due to increased hours) and transferred workers must complete their enrollment online within 60 days. Enrollments submitted after 60 days are subject to additional fees.
- Dependents must be added within 60 days of the qualifying life event that allowed them to be eligible for coverage.
- Terminations of coverage due to termination of employment, retirement or reduction in hours must be reported within 30 days of the termination. If reported after 30 days, you will be billed for CHP for the worker through the end of the month we receive notification.

WHAT ARE THE RATES FOR EACH PLAN AND WHAT IS MY MINISTRY’S OBLIGATION TO PAY?

How much your ministry pays is determined by each of the Plans. For some plans there are no costs to your ministry; however, you will need to collect your workers’ costs through payroll deduction. Please contact your Account Manager with questions about your ministry’s rates.

Concordia Disability and Survivor Plan
The employer pays the total cost of the CDSP.

- Worker without dependents: 1.2% of compensation.
- Worker with dependents: 2.25% of compensation.

Concordia Retirement Plan
The employer pays the total cost for the CRP.

- For workers enrolled in the Traditional Option, there are different rates for the two classes of CRP participation:
  > Regular Basis: 8.7% of compensation.
  > Full Basis: 11.7% of compensation (this applies to a limited group of grandfathered workers who were self-employed members in the CRP as of December 31, 1981).
- For workers enrolled in the Account Option, there are different CRP rates based on years of service in the CRP.
  > 0-4 years of service: 3% of compensation (no contribution during the first year of service if the Eligibility Waiting Period is elected).
  > 5+ years of service: 6% of compensation.

Concordia Health Plan
Rates for the CHP are determined on an annual basis and vary depending on the worker’s coverage tier (self, self and spouse, etc.). You can view your ministry’s CHP rates on the employer portal. The portion of the cost paid by the worker is defined by your ministry; however, your ministry must cover, at minimum, 50% of the cost of employee-only coverage. Employer contributions must be made on a uniform and nondiscriminatory basis and reported to CPS.

Supplemental Life (Employee, Spouse and Child), AD&D, AI and CI
These voluntary benefits are offered at no cost to the employer; however, member contributions will be invoiced to you and payroll deducted from your workers.
WHEN SHOULD I EXPECT MY INVOICE?

CPS benefits are invoiced one month in advance. For example, the invoice you receive in June will be for July’s benefits. Invoices are based on enrollment data, which is pulled from the BAS in preparation of the monthly invoice on the first business day of the month. Any changes entered on or after this date will appear on the following month’s invoice.

Invoices are distributed via USPS and secure e-mail on or around the fifth business day of the month. Payment is due the first of the following month.

Invoicing sample:

- June invoice data will be pulled based on the enrollment data pulled from BAS on the first business day in May.
- Any benefit election changes entered in the employer portal/BAS on or after the first business day in May will appear on the following month’s invoice.
- Invoice is mailed on/around fifth business day of May and payment will be due June 1.

WHAT IF I NEED HELP?

Wow – we’ve covered a lot of material is in this guide, and this is just the beginning! We know it’s complicated but remember, we are here for you.

If you have any questions, contact us at 888-927-7526 or info@ConcordiaPlans.org and we will be happy to help.