



CITY OF AURORA

Service Fee Agreement for Client Advocacy Solutions

This contract is entered into between City of Aurora and AssuredPartners to engage the services of AssuredPartners as outlined in the attached Scope of Services and Proposal for Level 2 Advocacy Services (Member Advocacy Program).

City of Aurora retains AssuredPartners to provide Member Advocacy Program services as defined below:

Program Effective Date	10/1/24 – 12/31/25
Rate (Per Employee Per Month)*	\$2.00 PEPM
Number of Employees Enrolled in Medical	1,823
Total Annual Program Fee	\$43,752
Billing Frequency	TBD

*Billing will be waived for October 1, 2024 through December 31, 2024

This agreement is entered into this _____ day of _____, 2024.

Signed By,

Michael Baker
AssuredPartners

Alisia Lewis
City of Aurora



Member Advocacy Program

Scope of Services

OVERVIEW

Navigating the world of healthcare is growing increasingly difficult today. At AssuredPartners, our advocacy experts are here to help our clients through it, equipping them and their employees with the resources and support they need when it matters the most.

The Member Advocacy Program (MAP) is a fee-for-service client advocacy solution offered by AssuredPartners. This program allows employees and their families direct, unlimited access to advocacy specialists who understand the intricacies of the healthcare system and are committed to helping them navigate their benefits and resolve issues as they arise.

Billed on a Per Employee Per Month (PEPM) basis, MAP provides full-service benefit and claim assistance to employees via a team of experts who are skilled in working with providers, insurance carriers and other health-related third parties, saving our clients and their employees time and money in the process.

This advocacy service offers clients personalized, year-round support with the following (including but not limited to):

- Questions on bills received from providers
- Identifying incorrectly processed claims
- Denied claims, appeals & grievances
- Expert claim review & analysis
- Pharmacy & Rx assistance
- Clarifying benefits and explaining how they work
- Prior authorization and pre-certification process
- Navigating member portals
- Out of network claim submissions
- Locating network providers

MAP is available Monday through Friday from 8am—5pm CST. A dedicated 800-number and email address will be provided upon enrollment in the program.

INCLUDED SERVICES

- Implementation + Enrollment in Member Advocacy Program for 12 months
- Open Enrollment Support to assist employees with benefit questions at renewal
- Quarterly Utilization & Client Value/ROI & Year-End Reporting
- Employee marketing materials (customized program flyer and other carrier tools or targeted communications based on trends identified through program usage)

EXCLUDED SERVICES

Member Advocacy Program does not include the following: eligibility, enrollment services (adds, changes, terminations), contributions (payroll, HSA, HRA, FSA), retirement plan or compliance-related services.