City of North Las Vegas

Presented by:
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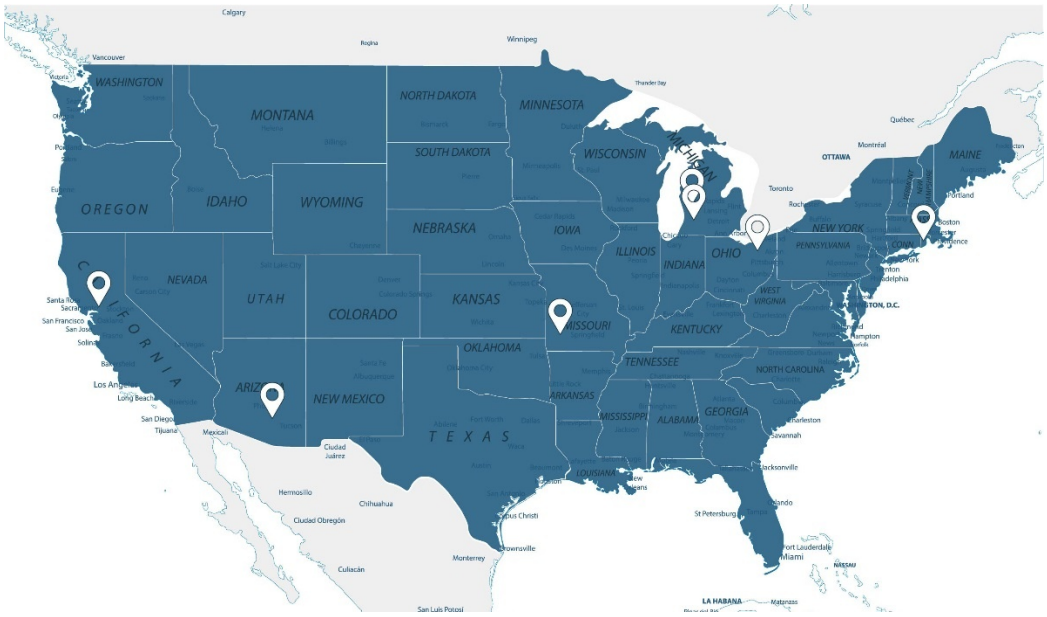
Technology Driven HR Solutions to
Take Your Company Further

BASIC®

Company Summary

About Our Company

Established in 1989, BASIC has grown into one of the largest TPA's in the nation with 11 regional sales and servicing centers throughout the United States. BASIC provides an HR ecosystem to employers and health insurance agents/brokers. Paired with our experienced staff, BASIC's proprietary software and solutions allow employers to control costs, manage risks, and maintain flexibility. **HR solutions should be simple. Keep it BASIC.**



Commitment to Service

BASIC's commitment to service is in the numbers. We manage our processes and quality by measuring the key metrics of our operations. We have an average hold time of only 11 seconds, an FSA and HRA claim accuracy rate of 99.95%, and an average claim processing time of 1 day; we understand that consistency is the key to success. Our Integrated HR Solutions paired with our commitment to service can come full circle for your business.

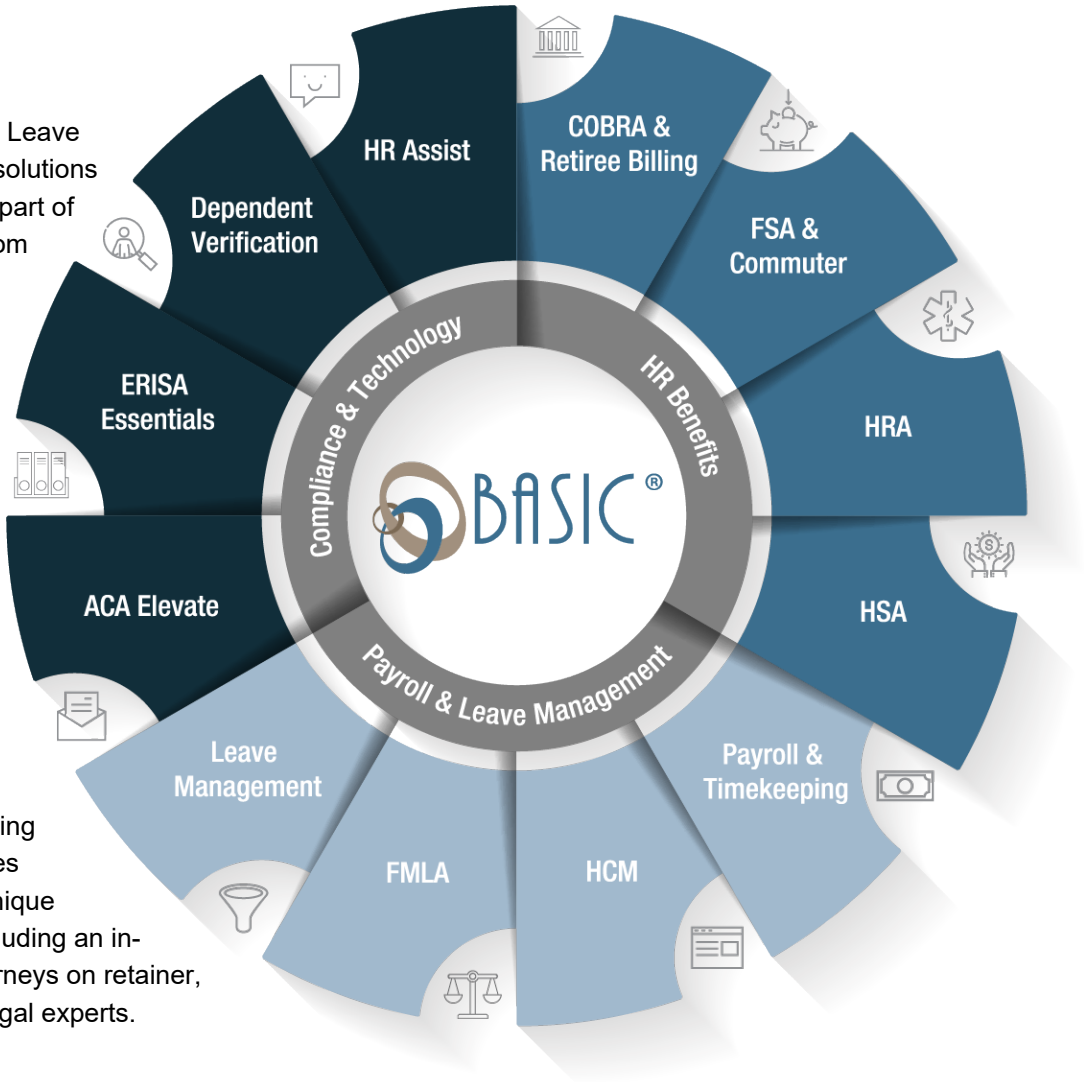
Certified Experts

Our industry certified case managers take the time to thoroughly understand your unique business environment. As Federal and State laws continue to evolve, it's reassuring to know an expert is simply a phone call away.

Why BASIC

Our Services

Our suite of HR Benefit, Payroll, Leave Management, and Compliance solutions are offered independently or as part of a platform of services. Our custom built FMLA, ACA, and Payroll Software were designed with our clients' needs in mind.



Guaranteed Compliance

BASIC is focused and dedicated to ensuring compliance for all our services, including staying up to date with changes in regulations, making necessary process and system improvements, and communicating changes to clients. BASIC utilizes experienced attorneys for the unique areas of service we provide, including an in-house attorney, two ERISA attorneys on retainer, and many other distinguished legal experts.

Awards and Honors

BASIC is committed to providing best-in-class service to our referral partners, clients we serve, and their employees.

- A+ Better Business Bureau Rating
- Awarded the Inc. 5000 Fast Growing Private Companies award four consecutive years
- 2018 Wex Solution Visionary Award
- 2017 Top 25 HR Technology Service Providers
- 2016 Wex Health Service Excellence Award
- Awarded the Service Award by the Independent Payroll Providers Association

TOP 25 HR TECHNOLOGY SOLUTION PROVIDERS-2017

2018 SOLUTION VISIONARY AWARD

BBB ACCREDITED BUSINESS

Testimonials

FMLA – Absence Management - COBRA – FSA

"SAF-HOLLAND has used BASIC for COBRA and FSA administration since 2003. This outsourcing relationship has allowed our Human Resources department personnel to focus their time supporting and addressing the needs of SAF-HOLLAND employees and rely on BASIC to handle the complexities associated with COBRA notifications and FSA reimbursements. Everyone at BASIC is always eager to help and quick to respond to our requests for assistance or information.

Thanks to BASIC, SAF-HOLLAND has peace of mind knowing that our COBRA and FSA administration needs are being handled professionally and timely."

- SAF Holland Inc.

FMLA - FSA

"Consumers Credit Union has been very happy partnering with BASIC for the past 15 years. We self-administered our Flex Plan through their computer software for several years, but as our company started to grow our benefits needed more attention. Due to our long term relationship and their competitive prices, outsourcing our FMLA administration through BASIC was not even a question! The professionals at BASIC know what we like and go out of their way to provide us with the best services possible. Consumers Credit Union has been, and continues to be, dedicated to BASIC's integrated HR solutions!"

- Consumers Credit Union

FMLA – Absence Management – COBRA - FSA

"My experience with BASIC's FMLA service has been overwhelmingly positive. My Case Manager is available, personable, and knowledgeable. When I have concerns about an employee's leave, she is quick to provide the information I need to make good leave decisions that are in line with FMLA regulations. BASIC's FMLA Dashboard is a great tool for monitoring my employees' leaves at a glance and the ability to click through to more in-depth details allows me to do my job better. I'm able to get weekly reports sent to my inbox that allow me to track FMLA leave approvals and denials and that, too, makes my job a little easier. Overall, I'm genuinely pleased with the services BASIC FMLA provides and I'm grateful for their top-notch staff."

- LAFCU

Proposed Service

FMLA Ease Plus

Family Medical Leave Act (FMLA) Administration with Web Based Absence Reporting

Service Highlights

Expert outside administration provides consistent, non-biased, compliant administration of FMLA claims. Simply direct employees to our 24/7 Absence Reporting Website and/or toll free IVR* for all FMLA claims, BASIC will take care of the rest.

- Web Based Absence Reporting technology
  - Easiest and fastest form of absence reporting available on any web optimized device, including smartphones, laptops and tablets
  - Completely customizable, enabling you to collect a variety of data
- Integrated Voice Response* (IVR) technology option available
- Review current FMLA documentation, policies and practices for compliance to federal and state FMLA regulations
- Our staff consists of FMLA Certified Case Managers, Nurse Case Managers, and Administrators helps to eliminate the risks and unnecessary penalties associated with noncompliant City, State and Federal regulations.
  - Claim approval / denial
  - Recertification
  - 2nd and 3rd opinions
  - Military Leave
  - Direct contact with health care provider to clarify Medical Certifications
- FMLA Case Managers identify potential FMLA absences in detail, address all questions, and provide regulation coaching
- 12-month period tracking to employers' specification
- Monitor and track FMLA continuous and intermittent leave, and provide "clarification and authentication" communication with HCP as required
- Our HR Services regulatory team tracks the industry and political climate to help anticipate possible changes to legislation.
- Our staff consists of FMLA Certified Case Managers, Nurse Case Managers, and Administrators helps to eliminate the risks and unnecessary penalties associated with noncompliant City, State and Federal regulations.

BASIC's FMLA Employer & Employee Portals

Harnessing technology increases consistency and operational efficiencies. Real time online access to all data through our custom built dashboard available.

- Easily identifies claim trends or abnormalities by individual to help pin point potential abuse
- Intermittent leave, the hardest FMLA instances to track, is our specialty
- Programmed for single or multiple location tracking
- Filter, sort and export call off data by location, department or position for specified time periods
- Progressive ADA notifications sent to the employer when ADA maybe a factor
- Training provided for supervisors covering the functionality and benefits of the dashboard
- Automated email notifications to supervisors and human resources is both efficient and documented
- Sites securely record real time and historical absence data and is easily exportable to other applications
- Proactive Return-to-Work Report for employers to keep track of their employees return-to-work dates

Decision Report of Processed Leaves

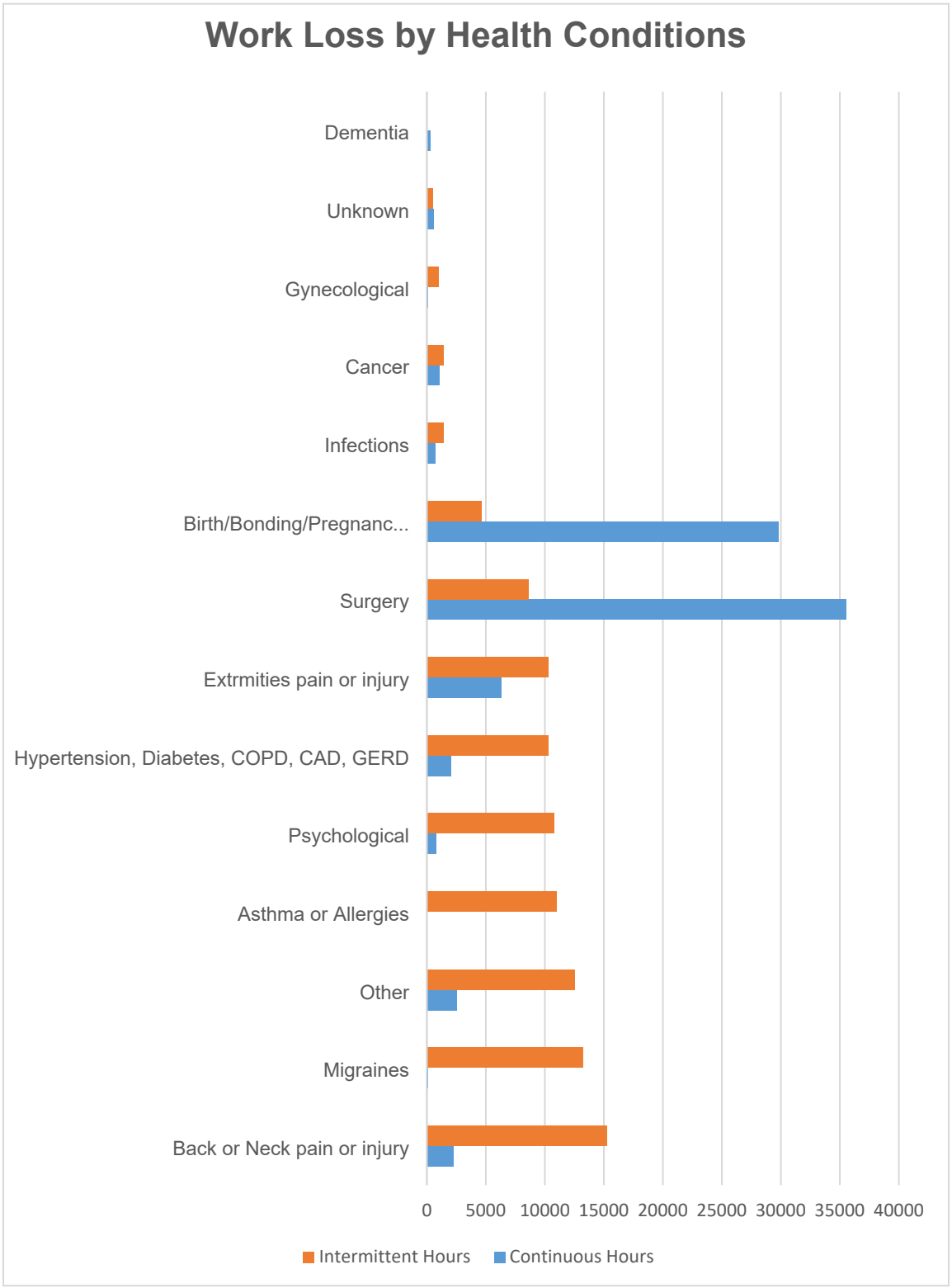
Frequency	Frequency Duration	Relation ship	Status	Planned Begin	Planned End	Decision Date	Decision Reason	Notes
Continuous		Self	Approved	8/6/2018	8/12/2018	12/17/2018 1:37:40 PM		
Continuous		Child	Approved	8/13/2018	8/29/2018	12/17/2018 1:38:01 PM		
Continuous		Self	Approved	5/14/2018	8/5/2018	12/17/2018 1:36:51 PM		
Intermittent	with 30 day notice	Child	Approved	2/24/2019	12/30/2019	12/18/2018 11:36:17 AM		
Intermittent		Self	Approved	6/27/2017	6/27/2019	12/13/2018 11:56:49 AM		
Intermittent		Self	Denied	1/1/2019		1/2/2019 11:05:42 AM	Less than 1 year service	
Intermittent		Child	Denied	1/2/2019		1/2/2019 10:52:04 AM	Less than 1 year service	
Intermittent		Self	Denied	1/2/2019		1/4/2019 10:23:43 AM	Less than 1 year service	
Intermittent		Self	Denied	1/2/2019		1/3/2019 10:09:12 AM	Less than 1 year service	
Intermittent		Parent	Denied	1/2/2019		1/3/2019 10:00:28 AM	Less than 1 year service	
Intermittent		Self	New	1/2/2019		1/4/2019 9:33:47 AM		
Intermittent		Self	Denied	1/2/2019		1/2/2019 10:53:41 AM	Less than 1 year service	
Intermittent		Self	Denied	1/3/2019		1/4/2019 9:44:09 AM	Less than 1 year service	
Intermittent		Spouse	Denied	1/3/2019		1/4/2019 10:23:04 AM	Less than 1 year service	
Intermittent		Self	New	1/3/2019		1/4/2019 10:26:15 AM		
Intermittent		Self	Denied	1/3/2019		1/4/2019 9:41:54 AM	Less than 1 year service	
Intermittent		Self	New	1/3/2019		1/4/2019 10:24:15 AM		
Intermittent		Self	Denied	1/3/2019		1/3/2019 9:58:20 AM	Less than 1 year service	
Intermittent		Parent	Denied	1/3/2019		1/4/2019 10:20:56 AM	Less than 1 year service	
Intermittent		Self	Denied	1/3/2019		1/4/2019 10:22:08 AM	Less than 1 year service	
Intermittent		Self	Denied	1/3/2019		1/4/2019 9:39:53 AM	Less than 1 year service	
Intermittent		Self	Denied	1/3/2019		1/4/2019 9:43:29 AM	Less than 1 year service	
Intermittent		Self	Denied	1/3/2019		1/3/2019 9:59:46 AM	Less than 1 year service	
Intermittent		Self	Denied	1/4/2019		1/4/2019 10:25:35 AM	Less than 1 year service	
Continuous		Child	Approved	4/9/2018	4/22/2018	12/13/2018 3:38:28 PM		
Intermittent		Self	Denied	1/4/2019		1/4/2019 10:21:39 AM	Less than 1 year service	
Intermittent		Self	Denied	1/4/2019		1/4/2019 9:42:52 AM	Less than 1 year service	
Continuous		Self	Approved	11/26/2018	12/2/2018	12/13/2018 4:55:03 PM		
Continuous		Self	Denied	1/4/2019	1/6/2019	1/4/2019 10:27:50 AM	Less than 1 year service	
Continuous		Child	Approved	12/18/2018	1/14/2019	12/19/2018 8:53:25 AM		
Intermittent		Spouse	New	1/3/2019		1/3/2019 11:02:16 AM		EE req pw via email (LA01/03/2019)
Intermittent		Self	Denied	1/2/2019		1/3/2019 9:54:52 AM	Less than 1 year service	
Intermittent		Self	Denied	1/3/2019		1/3/2019 9:53:55 AM	Less than 1 year service	
Intermittent	hrs or 1 day per episode; 1 Monday/month off for follow up	Self	Approved	12/11/2014	3/19/2019	12/13/2018 1:58:40 PM		Needs extra time for break and lunch
Continuous		Self	Approved	7/16/2018	9/25/2018	12/17/2018 11:15:55 AM		
Continuous		Self	Denied	4/12/2018	4/12/2018	12/13/2018 3:28:47 PM	Out of Time	
Continuous		Self	Approved	1/18/2018	4/11/2018	12/13/2018 3:29:04 PM		

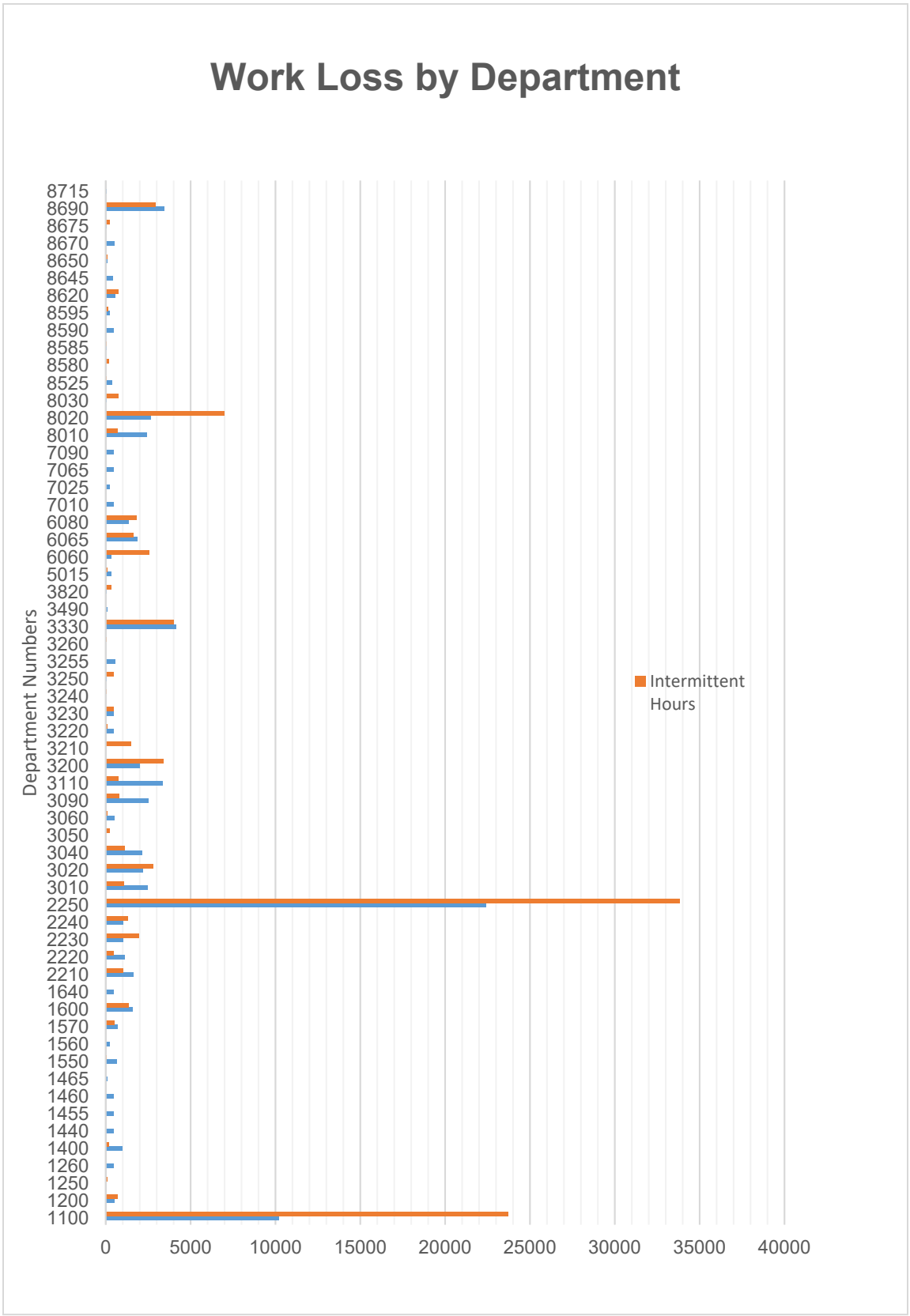
Additional fields include: Employee ID, First and Last Name, Department, Division and Claim number.

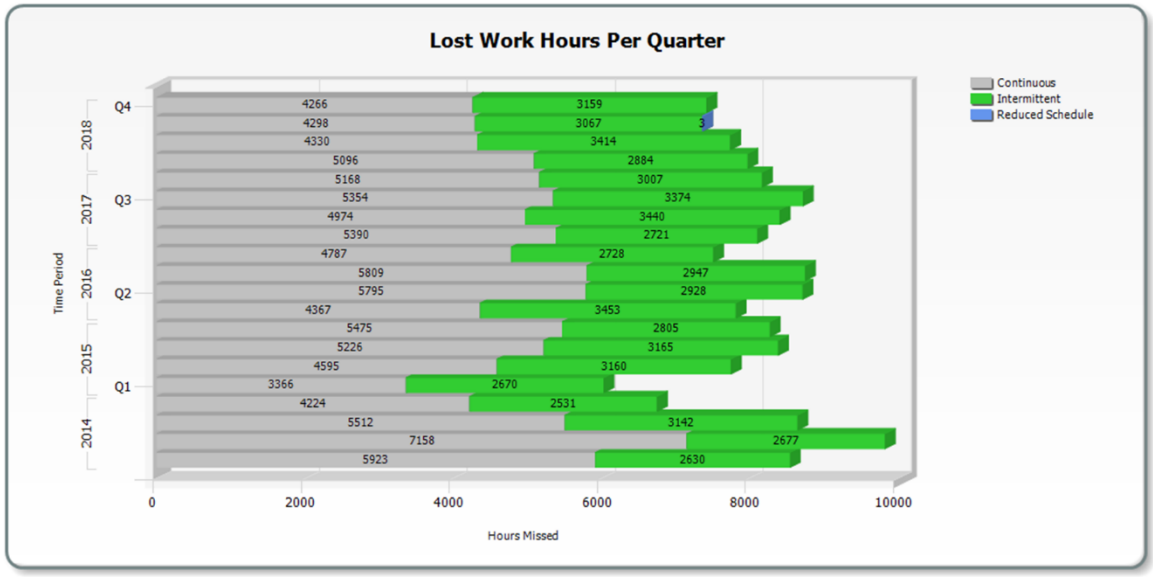
Leaves by Department

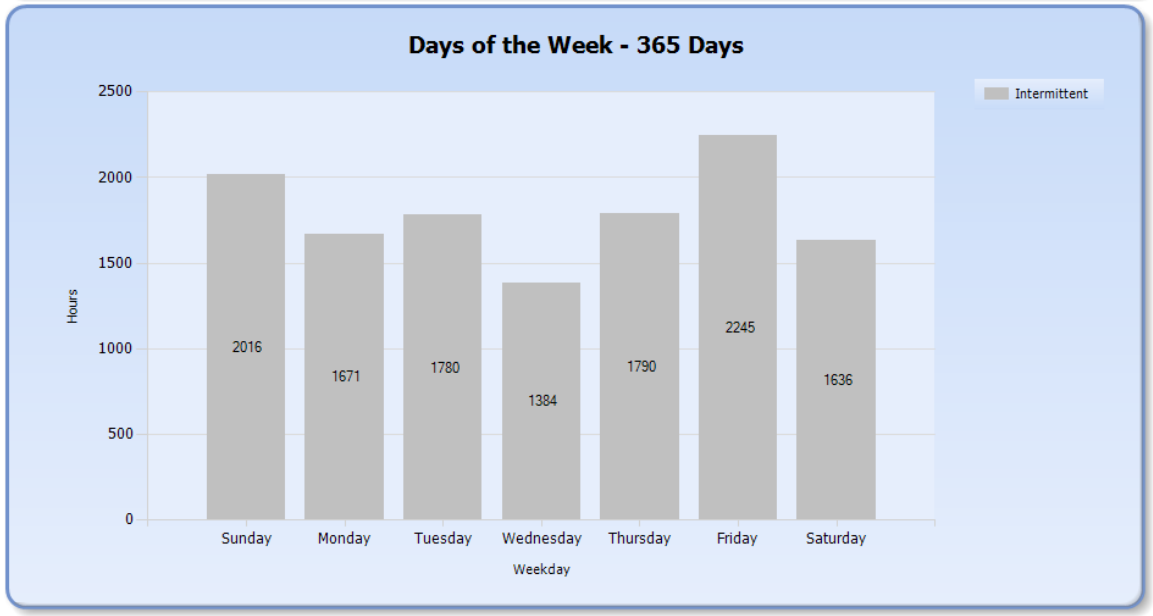
Division	Department	Employee Count	Total Fmla Leave Count	Continuous Leave Count	Intermittent Leave Count	Reduced Schedule Leave Count	Percentage of Employees on Active Leave
Location 1	10006	17	0	0	0	0	0
Location 1	100261	118	0	0	0	0	0
Location 1	100278	82	0	0	0	0	0
Location 1	100293	6	0	0	0	0	0
Location 1	10057	7	0	0	0	0	0
Location 1	10073	4	0	0	0	0	0
Location 1	100971	405	4	3	1	0	1
Location 2	10102	37	0	0	0	0	0
Location 2	10152	7	0	0	0	0	0
Location 2	10166	161	36	1	35	0	22.4
Location 2	102	5	0	0	0	0	0
Location 2	10211	10	0	0	0	0	0
Location 2	10231	5	1	0	1	0	20
Location 2	10319	4	0	0	0	0	0
Location 2	10359	7	0	0	0	0	0
Location 2	10370	28	3	0	3	0	10.7
Location 2	10386	9	1	0	1	0	11.1
Location 2	10395	6	0	0	0	0	0
Location 2	10399	12	2	0	2	0	16.7
Location 2	10400	8	0	0	0	0	0
Location 2	10419	5	1	0	1	0	20
Location 3	10691	18	0	0	0	0	0
Location 3	10702	11	0	0	0	0	0
Location 3	10850	7	0	0	0	0	0
Location 3	10924	192	1	1	0	0	0.5
Location 3	11000	7	0	0	0	0	0
Location 3	11015	7	0	0	0	0	0
Location 3	11026	102	1	0	1	0	1
Location 3	11034	6	0	0	0	0	0
Location 3	11067	71	0	0	0	0	0
Location 3	11131	2	0	0	0	0	0
Location 3	11153	15	0	0	0	0	0
Location 3	11155	4	0	0	0	0	0
Location 3	11231	12	0	0	0	0	0
Location 3	11241	8	0	0	0	0	0
Location 3	1131	16	0	0	0	0	0
Location 3	11536	15	0	0	0	0	0

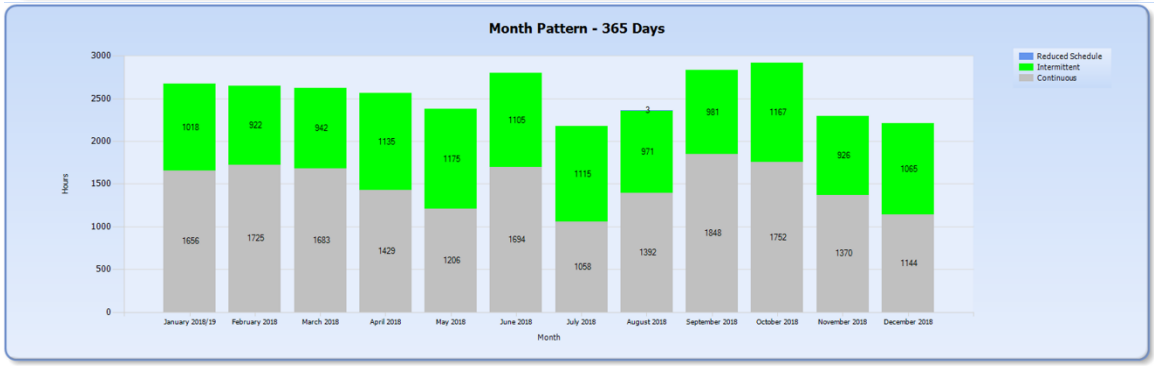
Employee Count	Total Fmla Leave Count	Continuous Leave Count	Intermittent Leave Count	Reduced Schedule Leave Count	Percentage of Employees on Active Leave
1436	50	5	45	0	3.5


Work Loss by Health Conditions
Dementia
Unknown
Gynecological
Cancer
Infections
Birth/Bonding/Pregnanc...
Surgery
Extrmities pain or injury
Hypertension, Diabetes, COPD, CAD, GERD
Psychological
Asthma or Allergies
Other
Migraines
Back or Neck pain or injury
0
5000
10000
15000
20000
25000
30000
35000
40000
Intermittent Hours
Continuous Hours


Work Loss by Department
Department Numbers
8715
8690
8675
8670
8650
8645
8620
8595
8590
8585
8580
8525
8030
8020
8010
7090
7065
7025
7010
6080
6065
6060
5015
3820
3490
3330
3260
3255
3250
3240
3230
3220
3210
3200
3110
3090
3060
3050
3040
3020
3010
2250
2240
2230
2220
2210
1640
1600
1570
1560
1550
1465
1460
1455
1440
1400
1260
1250
1200
1100
0
5000
10000
15000
20000
25000
30000
35000
40000
Intermittent Hours


Lost Work Hours Per Quarter
Continuous
Intermittent
Reduced Schedule
Time Period
Q4
Q3
Q2
Q1
2018
2017
2016
2015
2014
4266 3159
4298 3067 3
4330 3414
5096 2884
5168 3007
5354 3374
4974 3440
5390 2721
4787 2728
5809 2947
5795 2928
4367 3453
5475 2805
5226 3165
4595 3160
3366 2670
4224 2531
5512 3142
7158 2677
5923 2630
0
2000
4000
6000
8000
10000
Hours Missed


Days of the Week - 365 Days
Intermittent
Hours
2500
2000
1500
1000
500
0
2016
1671
1780
1384
1790
2245
1636
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Weekday


Month Pattern - 365 Days
Reduced Schedule
Intermittent
Continuous
Hours
3000
2500
2000
1500
1000
500
0
1018
922
942
1135
1175
1105
1115
971
961
1167
926
1065
1656
1725
1683
1429
1206
1694
1058
1392
1848
1752
1370
1144
January 2018/19
February 2018
March 2018
April 2018
May 2018
June 2018
July 2018
August 2018
September 2018
October 2018
November 2018
December 2018
Month

Active Leave Report

Employee Id	Frequency	Reason	Relationship	Status	Planned Begin	PlannedEnd	Hours Used
10001	Continuous	Birth/Bonding	Child	Approved	12/23/2018	2/23/2019	360
10002	Continuous	Birth/Bonding	Child	Approved	11/22/2018	2/13/2019	480
10003	Continuous	Serious Health Condition	Self	Approved	12/10/2018	1/6/2019	160
10004	Intermittent	Birth/Bonding	Child	Approved	12/3/2018	12/2/2019	80
10005	Intermittent	Serious Health Condition	Self	Approved	5/7/2018	5/7/2019	32
10006	Intermittent	Serious Health Condition	Self	Approved	8/20/2012	12/19/2019	227
10007	Continuous	Serious Health Condition	Spouse	Approved	11/12/2018	1/16/2019	384
10008	Intermittent	Serious Health Condition	Self	Approved	12/25/2017	6/20/2019	365.9
10009	Intermittent	Serious Health Condition	Child	Approved	8/13/2018	2/13/2019	12.5
10010	Intermittent	Serious Health Condition	Self	Approved	4/4/2017	3/28/2019	4
10011	Intermittent	Serious Health Condition	Self	Approved	11/5/2018	5/5/2019	92
10012	Intermittent	Serious Health Condition	Child	Approved	5/29/2016	5/1/2019	120
10013	Intermittent	Serious Health Condition	Self	Approved	10/5/2018	4/5/2019	114.1
10014	Intermittent	Serious Health Condition	Self	Approved	6/1/2016	3/30/2019	418.5
10015	Intermittent	Serious Health Condition	Self	Approved	9/17/2018	3/17/2019	8
10016	Intermittent	Serious Health Condition	Self	Approved	2/21/2018	2/21/2019	103
10017	Intermittent	Serious Health Condition	Self	Approved	11/9/2018	11/9/2019	48
10018	Intermittent	Serious Health Condition	Self	Approved	9/11/2017	8/13/2019	31
10019	Intermittent	Serious Health Condition	Self	Approved	6/1/2016	6/1/2019	548.69
10020	Intermittent	Serious Health Condition	Self	Approved	8/5/2016	6/9/2019	188
10021	Intermittent	Serious Health Condition	Self	Approved	5/6/2015	7/3/2019	79
10022	Intermittent	Serious Health Condition	Self	Approved	5/16/2018	5/16/2019	126
10023	Intermittent	Serious Health Condition	Self	Approved	1/26/2018	1/26/2019	480
10024	Intermittent	Serious Health Condition	Self	Approved	3/28/2018	3/28/2019	25
10025	Intermittent	Serious Health Condition	Self	Approved	4/19/2017	4/10/2019	29.71
10026	Intermittent	Serious Health Condition	Self	Approved	8/22/2018	8/22/2019	72
10027	Intermittent	Serious Health Condition	Self	Approved	9/14/2018	9/14/2019	98
10028	Intermittent	Serious Health Condition	Self	Approved	9/10/2018	9/10/2019	8
10029	Intermittent	Serious Health Condition	Self	Approved	9/21/2018	9/21/2019	48.5
10030	Intermittent	Serious Health Condition	Child	Approved	9/26/2018	9/26/2019	49
10031	Intermittent	Serious Health Condition	Self	Approved	12/13/2017	10/16/2019	479
10032	Intermittent	Serious Health Condition	Self	Approved	3/1/2018	3/1/2019	84
10033	Intermittent	Serious Health Condition	Self	Approved	7/31/2018	7/31/2019	108.5
10034	Intermittent	Serious Health Condition	Self	Approved	6/27/2017	6/27/2019	41.5
10035	Intermittent	Serious Health Condition	Spouse	Approved	11/8/2018	6/5/2019	49
10036	Continuous	Birth/Bonding	Child	Approved	12/24/2018	1/18/2019	160
10037	Intermittent	Serious Health Condition	Self	Approved	6/26/2018	9/1/2019	56
10038	Intermittent	Serious Health Condition	Parent	Approved	7/31/2017	8/23/2019	47.5
10039	Intermittent	Serious Health Condition	Child	Approved	1/4/2017	11/7/2019	169.5
10040	Intermittent	Serious Health Condition	Child	Approved	11/27/2017	4/11/2019	82.5
10041	Intermittent	Serious Health Condition	Self	Approved	10/5/2018	4/5/2019	24
10042	Intermittent	Serious Health Condition	Parent	Approved	7/16/2018	7/16/2019	8
10043	Continuous	Birth/Bonding	Child	Approved	12/24/2018	1/4/2019	80
10044	Continuous	Serious Health Condition	Self	Approved	11/19/2018	2/8/2019	480
10045	Continuous	Pregnancy	Self	Approved	1/1/2019	1/2/2019	16
10046	Continuous	Birth/Bonding	Child	Approved	1/3/2019	1/30/2019	160
10047	Intermittent	Serious Health Condition	Spouse	Approved	5/14/2018	3/23/2019	65
10048	Continuous	Birth/Bonding	Child	Approved	12/18/2018	1/14/2019	160

Additional fields include - Division, Department, Department Description, Pay Type, Claim Number, Frequency and Duration

Denied Work Loss Report

Employee ID	Family Member	Planned Begin	Planned End	Decision	Decision Date	Decision Reasons Listed	Listed Work Loss Hours
10001	Self	1/1/2019		Denied	1/2/2019	Less than 1 year service, Less than 1250 hours	8.00 hours on 01/01/2019
10002	Child	2/14/2019	2/18/2019	Denied	12/17/2018	Out of Time	8.00 hours on 02/14/2019, 8.00 hours on 02/15/2019, 8.00 hours on 02/18/2019
10003	Self	1/3/2019		Denied	1/3/2019	Less than 1 year service	8.00 hours on 01/03/2019
10004	Self	1/2/2019	1/2/2019	Denied	1/3/2019	Out of Time	8.00 hours on 01/02/2019
10005	Self	6/26/2018	6/26/2018	Denied	12/18/2018	Out of Time	4.50 hours on 06/26/2018
10006	Self	1/2/2019		Denied	1/3/2019	Less than 1 year service	8.00 hours on 01/02/2019
10007	Self	1/3/2019		Denied	1/3/2019	Less than 1 year service	2.50 hours on 01/03/2019
10008	Parent	1/2/2019		Denied	1/3/2019	Less than 1 year service	8.00 hours on 01/02/2019
10009	Self	1/2/2019		Denied	1/2/2019	Less than 1 year service, Less than 1250 hours	8.00 hours on 01/02/2019
10010	Self	1/3/2019		Denied	1/3/2019	Less than 1 year service	8.00 hours on 01/03/2019
10011	Self	12/31/2018	1/1/2019	Denied	12/18/2018	Out of Time	8.00 hours on 12/31/2018, 8.00 hours on 01/01/2019
10012	Child	5/7/2018	5/7/2018	Denied	12/18/2018	Out of Time	8.00 hours on 05/07/2018
10013	Self	2/11/2019	2/11/2019	Denied	12/18/2018	Out of Time	8.00 hours on 02/11/2019
10014	Self	1/2/2019		Denied	1/3/2019	Less than 1 year service	1.00 hours on 01/02/2019
10015	Child	1/2/2019		Denied	1/2/2019	Less than 1 year service, Less than 1250 hours	8.00 hours on 01/02/2019

Additional fields include: Department, Department Description, Division and Notes

SAMPLE COMPANY ABSENCE AND FMLA MANAGEMENT PLAN IMPLEMENTATION GO-LIVE					
Item #	**Event**	**Responsible Person**	**Due Date**	**Completed**	**Comments**
Agreement- Completed by the sales team					
1	Contract, BAA, and implementation documents are returned to BASIC	Team			
Implementation Planning (1 day)					
2	Hold kick-off meeting & establish implementation plan	Team			
3	Identify implementation team members from both parties (e.g. HR Director, HR Administrator, Management Representative, Sample Company IT Contact)	Team			
4	Define system configuration & setup	Team			
5	Set project meeting dates	Team			Meeting Dates: weekly
INTAKE - Interactive Voice Response System (IVR) (6-8 weeks)					
6	Sample IVR Script is sent to Sample Company	BASIC			Sent after kick off meeting and system processes are defined
7	Edits are made to script by Sample Company & sent to BASIC	Sample Company			Discuss alternative language IVR ...BASIC can set up, fee for this service
8	Final script is agreed upon by both parties & written approval by Sample Company is obtained.	All			
9	BASIC programs IVR script, beta tests system & sends to Sample Company for testing	BASIC			2 week lead time for initial programming
10	Final test & approval of English Script by Sample Company	All			
11	Script is translated into Spanish and uploaded for Testing (optional)	BASIC			2 week lead time for Spanish script to be loaded
12	Spanish Script is tested & approved by BASIC & Sample Company (optional)	All			

Item #	Event	Responsible Person	Due Date	Completed	Comments
13	Sample Company signs off on IVR system	All			
14	BASIC IT maps calls in the Dashboard	BASIC IT			Send copy of Final Script to BASIC IT
DATA Upload (6-8 weeks)					
15	All Data Templates are emailed to Sample Company	BASIC			**e-mailed during setup process**
16	Method for secure send is established	All			
17	Sample Company weekly/bi-weekly/other download is sent to BASIC for testing	All			file is sent via secure upload
18	Sample Company download is approved	BASIC IT			Time line may be adjusted by team members
19	Loading of all employee demographic information	BASIC			
20	Start of ongoing data transfers	Sample Company			May be after go live based on payroll
Historical Upload (1-2 weeks)					
21	Discuss transfer of historical information.	All			BASIC will need historical leaves for intermittent and continuous. BASIC will need actual dates & hours missed for the previous 12 months
22	Provide initial historical information for upload	Sample Company			Format for data transfer given with all data templates- provided during setup process
23	Provide additional historical information for upload	Sample Company			Only provide data that was not supplied with the first transfer
24	Provide final historical data for upload	Sample Company			Only provide data that was not supplied with the prior transfers

Dashboard Set-Up (2-3 weeks)					
Item #	**Event**	**Responsible Person**	**Due Date**	**Completed**	**Comments**
25	Discuss Supervisor Set-Up by Department	All			discuss during initial call
26	Supervisor Template is sent to Sample Company	BASIC			send during setup
27	Supervisor Template is returned and BASIC loads Supervisors into Dashboard	BASIC			Supervisor will be sent their creation emails the day before training
28	Provide list of names that should be granted full Administrator Access to the Dashboard	Sample Company			Provided during setup process
29	Admin Training on Dashboard is conducted	Team			
30	Emails are sent out to Admins and Supervisor's, granting access to the Dashboard	BASIC			Provide to Sample Company
Policies & Procedures (1-2 weeks)					
31	Review of current FMLA policy	Team			Policy provided during sales setup
32	Recommended changes to current FMLA policy	BASIC			
33	Training documents are presented and reviewed	Team			5-min Talk (pre-shift notes), Supervisor Training PowerPoint, FAQ and EE Brochure
34	Call in card (wallet card) sample to be reviewed & approved	Sample Company			
35	Attendance call in procedures are finalized	Team			

Item #	Event	Responsible Person	Due Date	Completed	Comments
Supervisor Training (2 weeks prior to Effective or Final Implementation Date)					
36	Supervisor training is scheduled	Team			Get estimated training period at initial meeting based upon go-live date
37	Sample Company training - attendance management system overview conducted	Team			
Sample Company Employee Meetings (2-4 weeks prior to Effective Date)					
38	BASIC provides Sample Company employees absentee call-in cards for distribution to Sample Company employees	BASIC			Distribution method by manager along with Attendance Management Brochure and FMLA FAQ's
39	Sample Company to hold employee meeting to explain system (optional)	Sample Company			Sample Company to print all documentation for training except call in card
Final touches					
40	Resend emails to supervisors who have not created account	BASIC	TBD		
41	Update billing report for monthly counts	BASIC	TBD		
42	Clear test calls	BASIC	TBD		
After Implementation/Effective Date (2 weeks - 6 months after)					
43	Hold biweekly conference meeting to verify system usage and procedures	Team	On Going		open

Proposed Service

Absence Management

Service Highlights

- Simply direct employees to call our 24/7 IVR line or use our web based absence reporting website for any unplanned absences and our advanced technology will take if from there.
    - For added benefits, direct employees use the system for all tardies, leaving early, and worker's compensation absences as well
- Real time online access to all unscheduled absences through our proprietary portals available 24/7 – 365 days.
    - Automatic notifications to supervisors and human resources is efficiently documented
    - Rule based security for multiple levels of access
    - Site securely records real time and historical attendance data
- Training provided for supervisors covering the functionality and benefits of the portals
- Integrated Voice Response (IVR) technology option available
- **With access to the Employee Portal, employees can**: Initiate a new leave request, check remaining leave balance, review leave history, upload secure leave documents and reference helpful FMLA resources.

Everyone wants to be treated fairly; your employees are no different. Our Absence Reporting Website and custom built Employer and Employer Portals lay the ground work for just that.

- We start by reviewing your current policies and advise you on standard practices
- Our Absence Reporting Website provides a consistent, non-biased program for all employee call offs
- Each call is recorded and securely stored to eliminate 'he said – she said' confusion
- Using a single system across all departments and locations ensures equitable application of absence policies
    - Provides all the necessary data and documentation for wrongful termination cases

One Intake For All Unplanned Absences

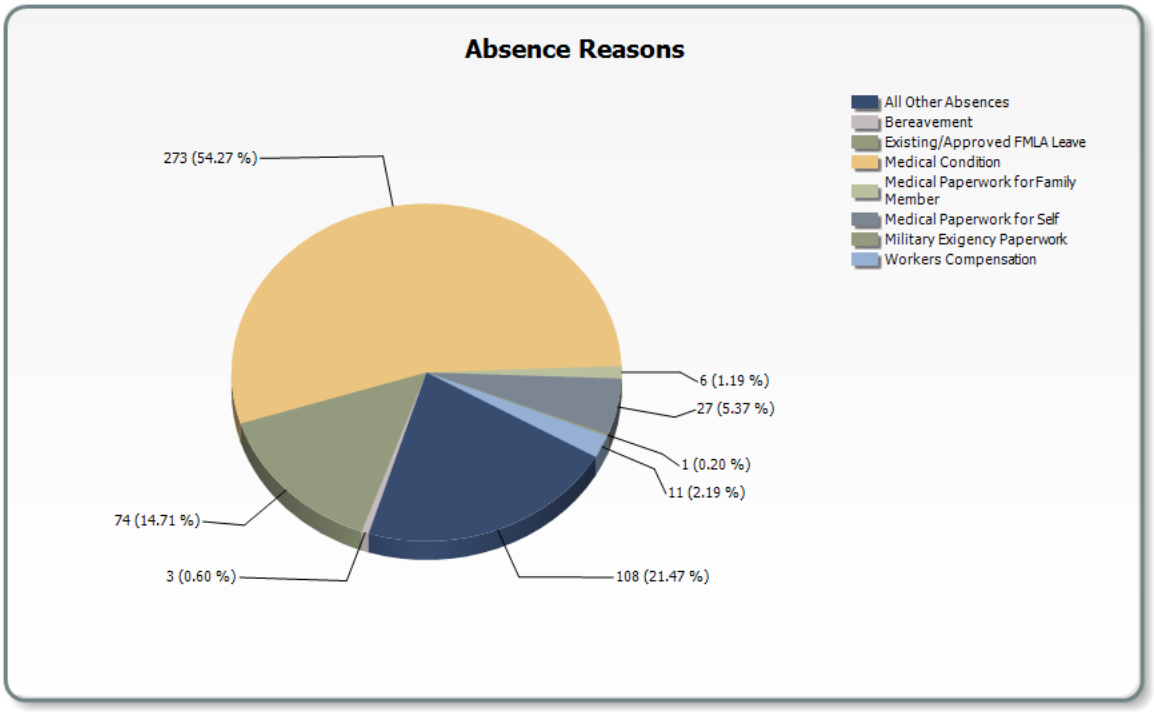
Harness BASIC's technology by giving your employees access to an automated 24/7 call-in number and web call off to track their FMLA absences. Employers will love the single intake hub that captures all unplanned absences in one place!

- Web Based Absence Reporting technology
    - Easiest and fastest form of absence reporting available on any web optimized device, including smartphones, laptops and tablets
    - Completely customizable, enabling you to collect a variety of data
- Filter, sort and export call off data by location, department or position for specified time periods
- Easily identifies call off trends or abnormalities by individual departments or company wide
- Consider adding our FMLA administration to help identify potential FMLA claims and eliminate the risks and unnecessary penalties associated with noncompliant State and Federal regulations

Proposed Service

Absence Management

Sample report in chart format



Financial Analysis – October 6, 2020

City of North Las Vegas

Number of Employees: 1415
Estimated Number of Participants: 1415

FMLA Ease Plus with Integrated Absence Management (includes IVR line)	
Monthly Rate	$ 1.85 per employee ($ 300.00 monthly minimum)
Additional Fees May Apply: - Updating & Script revision after go live - $150/hour programming fee - Additional Languages for phone line - $800 for Spanish (other languages quoted) - Customization of documentation– $150/hour programming fee Please note: BASIC does not charge a setup fee at part of our standard service. However, if for any reason a group cancels their service mid-implementation or fails to complete their implementation within a timely manner (12 weeks or less), a $1,500 one-time fee will apply.-	

**See detailed proposal page(s) for guidelines, exclusions and requirements*

***This proposal and pricing are based on specifications given to BASIC. If the specifications are not accurate or change, pricing may be affected. This proposal is current for 60 days.*

**** Billing cycles vary from monthly, quarterly or annually depending on level of service charges.*

This proposal contains confidential and privileged information and may not be used or shared with any other person or organization without authorization.

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