

CLIENT UPDATE

SELF-HELP

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Referrals

We believe our firm is the most professional provider of employee benefits programs in the business. Our knowledge, ability and service are second to none. Our best new clients are those referred by you. If you know someone that might use our services call us or tell them to call us. It's as simple as 800/344-3766.

Thank you,
Rock Tuchek, President



After the busy months of June and July, August seems slow by comparison. We are taking advantage of this slight respite and looking inward, examining our processes and procedures. Our goal is to streamline some of our work and become even more efficient with our day to day tasks.

We have already implemented new technologies to help improve workflow. Eldorado, our software vendor for claims processing, has provided new tools. We have automated the process for sorting and routing electronic claims, allowing our staff more time to devote to customer service. We also use Eldorado for tracking and reporting.

We are also asking for help from our clients. Over the next few months we will be sending surveys to selected clients, asking for help in identifying what we do well and where we might want to improve. If you have suggestions or comments that you would like to share, please e-mail them to info@midwestbenefits.com.

SELF-FUNDING QUESTIONS?

Maybe you are self-funded, but have some questions about the nuts and bolts of how it works. Maybe you are fully-insured, but wonder if self-funding might be a better bet for your company. We can help you with your questions! Midwest Group

Benefits has recently developed a detailed presentation on self-funding, and we are available to travel to your site and present it.



If you are currently self-funded and know of colleagues at other companies that you think might be interested in self-funding, we'd appreciate your help in making connections with them, too!

If you have questions about the presentation or would like to set up a meeting, contact Andrea Wilkerson at 800/344-3766 or awilkerson@midwestbenefits.com.

OPEN HOUSE!

Now that we are getting settled in our space, we're planning an open house so you can see where we are located.

The Open House is scheduled for
Thursday, October 6th
from
4:00 PM to 7:00 PM.

More details will be available as we get closer to the date.

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We're on the web!
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Midwest Group Benefits
"Specializing in employee benefits"

Mphasis

In April 2005, Mphasis Architecting Value acquired Eldorado computing. Eldorado is the leader in third party benefits administration software, and is used by Midwest Group Benefits to process claims for our self-funded clients. No changes are expected in the day-to-day processes, but Mphasis intends to enhance the development and support of all Eldorado products as well as accelerate the development cycle to bring new functionality to the system and its users. Mphasis has over 2500 engineers that support its clients, and will be launching new business process services aimed at providing end-to-end solutions enabling us to optimize claims processing and other administration functions. For more information on Mphasis or Eldorado, visit www.mphasis.com or www.eldocomp.com.

REQUESTING ID CARDS VIA THE WEB

Did you know that new ID cards can be requested via the web? It is simple to do, and can be done by employer or employee, 24 hours a day, seven days a week.

- Go to www.midwestbenefits.com
- From the menu on the left, choose Employee Info, then Check Health
- If you have logged in to WebECI in the past, enter your User ID and Password. If this is your first time on WebECI, your User ID is the Social Security Number and the Password is the birth date of the policy holder. Click the Log In button.
- From the main menu on the left, choose Resources.
- Click Request ID Cards.

That's it! You should receive your new cards in about one week. Of course, if you need your cards more quickly, you can always call MGB at 800/344-3766 or 563/382-9611 and request new cards via the phone.

MEET THE STAFF: LOREN KIEL

I am the former President and now am the Director of Benefit Consulting and Business Development. As such, I try to help clients make appropriate decisions which will be in their best interests as well as their employees'. I also look to add new clients to our expanding business.

Prior to founding Midwest Group Benefits in 1984, I taught Economics, Business Law and History. I also helped to operate the family farm.

I like to golf, travel, read and spend time with my family. I have a daughter living in Austin, TX and a son and daughter-in-law in Decorah. My wife Sue and I enjoy our little beagle Lilly who thinks she runs our household.



I received a BA in Economics and Social Science from UNI and my graduate work at ISU was in Economics.