

Changes to Billing and Administration-NueSynergy

Jun 24, 2021,

9:53 AM (2
days ago)

Adam Norris

Bob-

Good morning,

Glad you have a great vacation. As discussed, here is a summary of the transition we will be making over the next couple months relative to billing and administration for individuals covered under COBRA and City retirees.

The Finance and Administration Department actively manages the billing process for pre- and post-65 retirees, as well as the COBRA billing and administration for the city. This has been managed over the years by one Benefits Administrator and one Account Specialist for a population that has grown to over 1,000 individuals currently. As this population continues to grow and outpace the active employee population, as well as continued limited city resources, managing retiree billing and the COBRA administration process has become administratively unmanageable.

Additionally, as you know, the Benefits Administrator that handled this process for years has retired. As part of the transition to a new Administrator, we took the opportunity to evaluate our processes and service levels to both active and retired employees. Part of this evaluation included issuing a Request for Proposal (RFP) for Retiree and Cobra Billing services. After reviewing the proposals and interviewing three finalists, staff determined that outsourcing retiree billing and COBRA administration provided the best value proposal for both retirees and the City.

As such, the City entered a 3-year contract with NueSynergy to outsource retiree billing and COBRA administration. NueSynergy is a locally based (Lenexa, KS) organization with years of experience in the area of billing and COBRA administration. NueSynergy will provide a multitude of value-added services to our retirees, as well as provide a variety of options for support and questions including in-person, phone, email and online portal. This will be provided at NO extra charge to the retirees.

The implementation kick-off will begin next week. We will work with our contact at NueSynergy to set up a time for you to meet with them and review the communications to your members before it goes out.

In the meantime, if you have any questions, please reach out to Jennifer or me.

Thanks.



INDEPENDENCE
• MISSOURI •

Adam Norris

Assistant City Manager

CONTRACT FOR
PROFESSIONAL SERVICES

This contract, made by and between the City of Independence, Missouri (hereinafter called City) and,
Blue Synthesis, P.A.C., a Corporation (hereinafter called consultant).

WITNESSETH:

WHEREAS, City requires COBRIS and Direct Bill services and,

WHEREAS, consultant is prepared to provide said professional services and shall give consultation and advice to City during the performance of said services;

NOW THEREFORE, City and Consultant in consideration of the mutual covenants contained in this contract, agree as follows:

ARTICLE 1 – EFFECTIVE DATE

The effective date of this contract shall be JUNE 9, 2021.

ARTICLE 2 – SERVICES TO BE PERFORMED BY CONSULTANT

Consultant shall perform the services set forth in the documents attached hereto and made a part of this contract, which include one or more of these documents: Request for Proposals, scope of work, statement of work, consultant's proposal, and pricing.

ARTICLE 3 – PERIOD OF SERVICE

The services shall be completed by MAY 31, 2026 FIVE (5) ONE-YEAR ANNUAL PERIODS

ARTICLE 4 – COMPENSATION

For services performed, the City shall pay the consultant, an amount not to exceed \$29,000.00 ANNUALLY

Regular (e.g. monthly) invoices shall be submitted by the consultant to the City for payment of services performed and expenses incurred during the preceding month. Invoices shall indicate the hours expended for each individual person, the total labor billing, and a summary of other expenses and charges with supporting documentation.

The City's payment terms are Net 30. Payment will be made by the City within thirty (30) days of receipt of the complete invoice. The City's preferred method of payment is via City credit card with no added fees. If credit is not acceptable, payment will be made by check.

The City is exempt from State of Missouri sales and use taxes on purchases made directly for the City. Consultant shall not include any sales or use taxes on transactions between the consultant and City.

ARTICLE 5 – PERMITS AND LICENSES

The consultant shall procure all necessary local construction permits and licenses and a City of Independence occupation license, unless exempt under state law. Consultant will abide by all applicable laws, regulations, and ordinances of all federal, state, and local governments in which work under this contract is performed, and will require the same of all sub-consultants. The consultant must furnish and maintain certification of authority to conduct business in the State of Missouri.

ARTICLE 6 – OWNERSHIP OF DOCUMENTS AND INTELLECTUAL PROPERTY

Except as otherwise provided herein, documents, drawings, and specifications prepared by consultant as part of the services shall become the property of City, provided consultant has the unrestricted right to their use. Notwithstanding the foregoing, City accepts that any re-use of the documents or intellectual property shall be at City's sole risk and liability.

ARTICLE 7 – CHANGES, DELETIONS, OR ADDITIONS TO CONTRACT

Either party may request changes within the general scope of this Contract. If a requested change causes an increase or decrease in the cost or time required to perform this contract, City and consultant will agree to an equitable adjustment of the contract price, period of service, or both, and will reflect such adjustment in a change order or formal modification.

ARTICLE 8 – STANDARD OF CARE

Consultant shall exercise the same degree of care, skill, and diligence in the performance of the services as is ordinarily possessed and exercised by a peer professional under similar circumstances.

ARTICLE 9 – LIABILITY AND INDEMNIFICATION

Having considered the potential liabilities that may exist during the performance of this contract and the consultant's fee, and in consideration of the mutual covenants contained in the contract, City and consultant agree to allocate and limit such liabilities in accordance with this article.

Consultant agrees, to the fullest extent permitted by law, to indemnify and hold harmless the City, its officers, directors, and employees against all damages liabilities or costs, including reasonable attorney fees and defense costs, to the extent caused by the consultant's negligent performance of professional services under this contract and that of its sub-consultants or anyone for whom the consultant is legally liable. Consultant shall indemnify City against legal liability for damages arising out of claims by consultant's employees.

ARTICLE 10 – INSURANCE
Professional Services

Service Provider agrees to secure and maintain throughout the duration of this Agreement insurance of such types and in at least such amounts as set forth below from an insurance company which carries a Best's Policyholder rating of "A-" or better and carries at least a Class "VIII" financial rating, unless otherwise agreed to by the City. All policies shall be on an occurrence basis unless otherwise agreed and cover sub-contractors and independent contractors performing work on behalf of Service Provider under this Agreement. Service Provider shall provide certificate(s) of insurance confirming the required protection on the standard Acord insurance certificate forms. The certificate(s) shall be filed with the City prior to commencement of any work.

Professional Liability: Service Provider shall maintain throughout the duration of this Agreement and for a period of three (3) years after the termination of this Agreement, Professional Liability Insurance.

Limits -

Each Claim:	\$1,000,000
General Aggregate:	\$1,000,000

Commercial General Liability: The City shall be listed by ISO endorsement or its equivalent as an additional insured on a primary and noncontributory basis on any commercial general liability policy of insurance.

Limits -

Each Occurrence:	\$1,000,000
Personal & Advertising Injury:	\$1,000,000
Products/Completed Operations Aggregate:	\$1,000,000
General Aggregate:	\$2,000,000

Automobile Insurance: Policy shall protect Service Provider against claims for bodily injury and/or property damage arising out of the ownership or use of any owned, hired and/or non-owned vehicle and must include protection for either:

Any Auto; OR
All Owned Autos; Hired Autos; and Non-Owned Autos

Notwithstanding the foregoing, should Service Provider not own any automobiles, the automobile liability requirements shall be amended to allow consulting to maintain only Hired and Non-Owned Auto protection.

Limits -

Each Accident;	
Bodily Injury and Property Damage:	\$1,000,000

Worker's Compensation: The insurance shall protect Service Provider against all claims under applicable state Worker's Compensation laws. Service Provider shall also be protected against claims for injury, disease, or death of employees which, for any reason, may not fall within the provisions of a Workers' Compensation law. The policy limits shall not be less than the statutory limits currently applicable. Coverage shall extend to include the "All States" endorsement.

Employer's Liability (Provision under the WC program):

Limits -

Bodily Injury by Accident:	\$100,000 Each Accident
Bodily Injury by Disease:	\$500,000 Policy Limit
Bodily Injury by Disease:	\$100,000 Each Employee

Exposure Limits: The above are minimum acceptable coverage limits and do not infer or place a limit on the liability of Service Provider nor has the City assessed the risk that may be applicable to Service Provider. Service Provider shall assess its own risks and if it deems appropriate and/or prudent maintain higher limits and/or broader coverage. Any deviation from the requirements set forth in this Insurance section may be allowed by the City Risk Manager subject to the City Legal Department's review and approval.

INDEMNITY

Loss: For purposes of indemnification requirements, the term "Loss" means any and all loss, damage, liability or expense, of any nature whatsoever, whether incurred as a judgment, settlement, penalty, fine or otherwise (including attorney's fees and the cost of defense), in connection with any action, proceeding, demand or claim for injury, including death, to any person or persons or damages to or loss of, or loss of

the use of, property of any person, firm or corporation, including the parties hereto, which arise out of or are connected with the performance of this Agreement.

Indemnification and Hold Harmless: For purposes of this Agreement, Contractor agrees to indemnify, defend and hold harmless City and its agents from any and all Loss where Loss is caused or incurred as a result of the intentional misconduct, recklessness, negligence, or other actionable fault of Consultant or its subcontractors.

Comply: Exception:

ACKNOWLEDGEMENT OF INSURANCE REQUIREMENTS

By signing its proposal, respondent acknowledges that it has read and understand the Insurance requirements for the proposal. Respondent also understand that the certificate of required insurance must be submitted within fifteen (15) days following the notification of award. No final contract will be signed by the City until all Certificate of Insurance are received and meet the minimums noted herein.

Please See Addendum—Insurance Cert. 2021

WORKER'S COMPENSATION

The City shall not obtain worker's compensation insurance on behalf of the contractor or the employees of the contractor. The contractor shall comply with the worker's compensation law concerning its business and its employees.

ARTICLE 11 — SHIPPING, TITLE AND RISK OF LOSS

All sales and deliveries are F.O.B. City.

ARTICLE 12 — DELAY IN PERFORMANCE

Neither City nor consultant shall be considered in default of this contract for delays in performance caused by circumstances beyond the reasonable control of the nonperforming party. For purposes of this contract, such circumstances include, but are not limited to, abnormal weather conditions; floods; earthquakes; fire; epidemics; war, riots, and other civil disturbances; strikes, lockouts, work slowdowns, and other labor disturbances; sabotage; judicial restrains; and inability to procure permits, licenses, or authorizations from any local, state, or federal agency for any of the supplies, materials, accesses, or services required to be provided by either City or consultant under this contract. If such circumstances occur, the non-performing party shall, within a reasonable time of being prevented from performing, give written notice to the other party describing the circumstances preventing continued performance and the efforts being made to resume performance of this contract.

ARTICLE 13 — TERMINATION

City may terminate or suspend performance of this contract for City's convenience upon written notice to consultant. Consultant shall terminate or suspend performance of the services on a schedule acceptable to City. If termination or suspension is for City's convenience, City shall pay consultant for all the services performed up to the date of the termination by the City or suspension expenses. If contract is restarted, an equitable adjustment shall be made to consultant's compensation.

This contract may be terminated by either party upon written notice in the event of substantial failure by the other party to perform in accordance with the terms of this contract. The nonperforming party shall have 15 calendar days from the date of the termination notice to cure or to submit a plan for cure acceptable to the other party. In the event that funding for the contract is discontinued, City shall have the right to terminate this contract immediately upon written notice to consultant.

ARTICLE 14 — WAIVER

A waiver by either City or consultant of any breach of this contract shall be in writing. Such a waiver shall not affect the waiving party's rights with respect to any other or further breach.

ARTICLE 15 — SEVERABILITY

The invalidity, illegality, or unenforceability of any provision of this contract or the occurrence of any event rendering any portion or provision of this contract void shall in no way affect the validity or enforceability of any other portion or provision of this contract. Any void provision shall be deemed severed from this contract, and the balance of this contract shall be construed and enforced as if this contract did not contain the particular portion or provision held to be void. The parties further agree to amend this contract to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this article shall not prevent this entire contract from being void if a provision which is of the essence of this contract be determined void.

ARTICLE 16 — SUCCESSORS AND ASSIGNS

City and consultant each binds itself and its directors, officers, partners, successors, executors, administrators, assigns, and legal representatives to the other party to the contract and to the directors, officers, partners, successors, executors, administrators, assigns, and legal representatives of such other party in respect to all provisions of this contract.

ARTICLE 17 — ASSIGNMENT

Neither City nor consultant shall assign any rights or duties under this contract without the prior written consent of the other party. Unless otherwise stated in the written consent to an assignment, no assignment will release or discharge the assignor from any obligation under this contract.

ARTICLE 18-- THIRD PARTY RIGHTS

Nothing in this contract shall be construed to give any rights or benefits to anyone other than City and consultant.

ARTICLE 19-- INDEPENDENT CONSULTANTS

Each party shall perform its activities and duties hereunder only as an independent consultant.

The parties and their personnel shall not be considered to be employees or agents of the other party. Nothing in this contract shall be interpreted as granting either party the right or authority to make commitments of any kind for the other. This contract shall not constitute, create, or in any way be interpreted as a joint venture, partnership or formal business organization of any kind.

ARTICLE 20-- AUDIT

Consultant agrees that the City, or a duly authorized representative, shall, until the expiration of three (3) years after final payment under this contract have access to and the right to examine and copy any pertinent books, documents, papers, records, or electronic records of the consultant involving transactions related to this contract.

ARTICLE 21 -- EQUAL EMPLOYMENT OPPORTUNITY

During the performance of this contract or purchase order, the consultant agrees as follows:

The consultant will not discriminate against any employee or applicant for employment because of race, age, color, religion, sex, national origin or any other legally protected category. The consultant will take affirmative action to ensure that applicants are employed, and that employees are treated fairly during employment, without regard to their race, age, color, religion, sex, or national origin. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training including apprenticeship. The consultant agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

The consultant will, in all solicitations or advertisements for employees placed by or on behalf of the consultant, state that all qualified applicants will receive consideration for employment without regard to race, age, color, religion, sex, or national origin.

The consultant will send to each labor union or representative of workers with which consultant has a collective bargaining agreement or other contract or understanding, a notice to be provided by a contract compliance officer advising the said labor union or workers' representatives of the consultant's commitment under this section and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The consultant will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

The consultant will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his or her books, records, and accounts by the Department and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

In the event of the consultant's noncompliance with the non-discrimination clauses of this contract or purchase order with any of the said rules, regulations, or orders, this contract or purchase order may be canceled, terminated, or suspended in whole or in part, and the organization may be declared ineligible for any further government contracts or purchase order or federally assisted contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, or by rules, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

The consultant will include the entire text of this Equal Employment Opportunity section and its subsections in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to Section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each sub-consultant or vendor. The consultant will take such action with respect to any sub-consultant or purchase order as the City may direct as a means of enforcing such provisions, including sanctions of noncompliance; provided, however, that in the event a consultant becomes involved in, or is threatened with litigation with a sub-consultant or vendor as a result of such direction by the City, the consultant may request the United States to enter into such litigation to protect the interest of the United States.

ARTICLE 22 -- ANTI-DISCRIMINATION AGAINST ISRAEL ACT

Contractors working on behalf of the City of Independence are to abide by Missouri Revised Statute 34.600, otherwise known as the Anti-Discrimination against Israel Act.

ARTICLE 23 -- GOVERNING LAW

This contract shall be governed by the laws of the State of Missouri. The City and the consultant agree that the performance of this contract will be deemed to have occurred in the State of Missouri and that consultant's performance under this contract will be deemed the transaction of business in Missouri. Jurisdiction and venue for any claim or cause of action arising under this contract shall be exclusively in the Sixteenth Judicial Circuit of Missouri and the consultant submits to personal jurisdiction of and waives any personal jurisdiction or inconvenient forum objection to, that court.

ARTICLE 24 -- COMMUNICATIONS

Any communication required by this contract to the consultant shall be made in writing to the authorized representative named on the completed front page or response page of the solicitation. Any communication required by this contract with the City shall be to:

Josh Collins, President

Nothing contained in this article shall be construed to restrict the transmission of routine communications between representatives of consultant and City.

ARTICLE 25 – SEPARATE CONTRACTS

City and consultant each reserve the right to, from time to time, enter into other contracts for specific projects. If such contracts are separately approved in writing by the parties, the terms and conditions of those contracts shall prevail for the specific projects set forth therein.

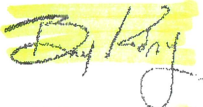
ARTICLE 26 – ENTIRE CONTRACT

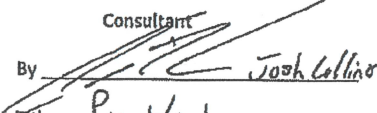
This contract represents the entire agreement between the City and consultant. All previous or contemporaneous agreements, representations, promises and conditions relating the consultant's services described herein are superseded. The RFP including the terms and conditions, the consultant's response and written proposal, and purchase order (where applicable) shall constitute the entire contract. If these General Terms & Conditions be in conflict with any attached Special Conditions, the Special Conditions will supersede the General Terms & Conditions. In case of a discrepancy, the purchase order shall take precedence over the RFP and the RFP shall take precedence over the consultant's response and written proposal.

ARTICLE 27 – SURVIVAL OF TERMS

The following provisions shall survive the expiration or termination of this contract for any reason: if any payment obligations exist, Article 4 – Compensation; Article 5 – Permits and Licenses; Article 9 – Liability and Indemnification; Article 14 – Waiver; Article 15 – Severability; Article 17 – Assignment; Article 19 – Independent Consultants; Article 22 – Governing Law; Article 26 – Entire Contract; and this Article 27 – Survival of Terms.

IN WITNESS WHEREOF, City and consultant, by and through their authorized officers, have made and executed this contract.

City
By 
Bryan Kidney

Consultant
By  Josh Collins
Title President President
Date 1/7/21 6/11/21

Date 6/11/2021

NueSynergy
NueSynergy, Inc.
4601 College Blvd.
Ste 280
Leawood, KS 66211
(855) 890-7239

October 8, 2021

To: **ROBERT SORENSEN**
and Other Insured Dependents (if any)
800 SW POWELL DRIVE
OAK GROVE, MO 64075

RE: Coverage Election by:
ROBERT SORENSEN
800 SW POWELL DRIVE
OAK GROVE, MO 64075

The above named person(s) **lost coverage under City of Independence, MO's** benefit plans as a result of Electing Direct Bill on 1/1/2020.

On 1/1/2020 coverage continuation was elected as shown on the chart below.

The grace period for paying the initial premium ends on 2/14/2020, 45 days after the date of the election. If the initial premium is postmarked or hand delivered on or before 2/14/2020, coverage must be reinstated back to 1/1/2020; the date coverage would otherwise cease.

We will allow 10 days after 2/14/2020 for properly postmarked premium payment to reach us. If we have not received the full initial premium, we will mark our records to show that all coverage rights have expired.

COVERAGE	ELECTED TIER	COVERED MEMBERS
Medicare Surround Custom w/RX Plan-Post65	Retiree Only	ROBERT



NueSynergy
NueSynergy, Inc.
4601 College Blvd.
Ste 280
Leawood, KS 66211
(855) 890-7239

October 8, 2021

To: **SUSAN SORENSEN**
and Other Insured Dependents (if any)
800 SW POWELL DR
OAK GROVE, MO 64075

RE: Coverage Election by:
SUSAN SORENSEN
800 SW POWELL DR
OAK GROVE, MO 64075

The above named person(s) lost coverage under City of Independence, MO's benefit plans as a result of Electing Direct Bill on 1/1/2020.

On 1/1/2020 coverage continuation was elected as shown on the chart below.

The grace period for paying the initial premium ends on 2/14/2020, 45 days after the date of the election. If the initial premium is postmarked or hand delivered on or before 2/14/2020, coverage must be reinstated back to 1/1/2020; the date coverage would otherwise cease.

We will allow 10 days after 2/14/2020 for properly postmarked premium payment to reach us. If we have not received the full initial premium, we will mark our records to show that all coverage rights have expired.

COVERAGE	ELECTED TIER	COVERED MEMBERS
Medical OAP1 PPO Plan- Pre65	Retiree Only	SUSAN





INDEPENDENCE

★ MISSOURI ★

A GREAT AMERICAN STORY

October 18, 2021

Dear Mr. Sorenson,

Thank you for your recent leadership fielding countless calls and emails from our City of Independence retirees, spouses, and dependents. The carelessness displayed by NueSynergy in sending multiple erroneous letters stating that retiree benefits had been cancelled is unacceptable to me and produces unnecessary worry, fear and confusion for our retirees.

In light of this disregard, I have directed my staff to review our contract with NueSynergy and explore any and all methods of recourse for the City, up to and including termination of the agreement. It is essential that we utilize professional contractual services that produces a level of quality and assurance of accuracy that is befitting of our standards as the City of Independence. In the interim, I have directed staff in Finance & Administration to play a more involved role in Open Enrollment to ensure the accuracy and success of this critical process.

As we proceed, I would like to request your continued assistance as the President of the Independence LAGERS Chapter 1 Retirees to review vendors to perform this service and help arrive at a mutually agreeable outcome that meets our collective standards and expectations.

Again, I am sorry for the stress this situation has caused for you and your members, and I sincerely look forward to continuing our strong working relationship to make sure this situation is rectified and confidence is restored for all of us.

Respectfully,

Zachary C. Walker

Sample of letter that was generated in Error

October 8, 2021

To: Retiree Name
and Other Insured Dependents (if any)

RE: Coverage Election by:
Name of Retiree

The above-named person(s) lost coverage under City of Independence, MO's benefit plans as a result of Electing Direct Bill on 1/1/2020.

On 1/1/2020 coverage continuation was elected as shown on the chart below.
The grace period for paying the initial premium ends on 2/14/2020, 45 days after the date of the election. If the initial premium is postmarked or hand delivered on or before 2/14/2020, coverage must be reinstated back to 1/1/2020; the date coverage would otherwise cease.

We will allow 10 days after 2/14/2020 for properly postmarked premium payment to reach us. If we have not received the full initial premium, we will mark our records to show that all coverage rights have expired.

COVERAGE ELECTED	TIER COVERED	COVERED MEMBERS
Medicare Surround F Plan w/RX Plan- Post 65	Retiree + One	Name of Retiree

National Native American Construction
3901 N Schreiber Way
Coeur d' Alene, Idaho 83815

To: Retiree (will enter name, address of retiree)

From: NueSynergy

Dear «ParticipantFirstName» «ParticipantLastName»

You recently received a letter from NueSynergy that was incorrect. It was dated Oct. 8, 2021. **Please disregard that letter.** All benefits listed on that letter are still active.

Enclosed is an example of the letter that was generated and mailed in error.

We apologize for the confusion. If you have any questions, don't hesitate to call at 1-855-890-7239, Opt2.

Sincerely

NueSynergy
4601 College Blvd., Ste. 280
Leawood, Kansas 66211
Phone: 1-855-890-7239, Opt. 2
Fax: 1-855-890-7238
Email: cobra@nuesynergy.com

©NueSynergy
NueSynergy, Inc.
4601 College Blvd.
Ste 280
Leawood, KS 66211
(855) 890-7239

October 12, 2021

To: HENRY CARNER
and Other Insured Dependents (if any)
3731 S MILTON DRIVE
INDEPENDENCE, MO 64055

RE: Coverage Election by:
HENRY CARNER
3731 S MILTON DRIVE
INDEPENDENCE, MO 64055

The above named person(s) lost coverage under City of Independence, MO's benefit plans as a result of Electing Direct Bill on 1/1/2019.

On 1/1/2019 coverage continuation was elected as shown on the chart below.

The grace period for paying the initial premium ends on 2/14/2019, 45 days after the date of the election. If the initial premium is postmarked or hand delivered on or before 2/14/2019, coverage must be reinstated back to 1/1/2019; the date coverage would otherwise cease.

We will allow 10 days after 2/14/2019 for properly postmarked premium payment to reach us. If we have not received the full initial premium, we will mark our records to show that all coverage rights have expired.

COVERAGE	ELECTED TIER	COVERED MEMBERS
Life Insurance	Reitree Only	HENRY



Member
NueSynergy, Inc.
4601 College Blvd.
Ste 280
Leawood, KS 66211
(855) 890-7239

October 12, 2021

To: HENRY CARNER
and Other Insured Dependents (if any)
3731 S MILTON DRIVE
INDEPENDENCE, MO 64055

RE: Coverage Election by:
HENRY CARNER
3731 S MILTON DRIVE
INDEPENDENCE, MO 64055

The above named person(s) lost coverage under City of Independence, MO's benefit plans as a result of Electing Direct Bill on 1/1/2019.

On 1/1/2019 coverage continuation was elected as shown on the chart below.

The grace period for paying the initial premium ends on 2/14/2019, 45 days after the date of the election. If the initial premium is postmarked or hand delivered on or before 2/14/2019, coverage must be reinstated back to 1/1/2019; the date coverage would otherwise cease.

We will allow 10 days after 2/14/2019 for properly postmarked premium payment to reach us. If we have not received the full initial premium, we will mark our records to show that all coverage rights have expired.

COVERAGE	ELECTED TIER	COVERED MEMBERS
Life Insurance	Reitree Only	HENRY





INDEPENDENCE

★ MISSOURI ★

A GREAT AMERICAN STORY

October 27, 2021

Dear Mr. Sorenson,

This letter serves as a follow-up to my October 18th letter expressing my disappointment with NueSynergy in sending multiple erroneous letters stating that retiree benefits had been cancelled. As I stated in that letter, you and I are in agreement that this action is unacceptable.

As indicated in my previous letter, I directed my staff to review our contract with NueSynergy and explore all methods of recourse for the City, up to and including termination of the agreement. After careful review of that agreement and having given this thoughtful consideration, it is my conclusion that the trust between the City of Independence and NueSynergy has been irreparably harmed through multiple incidents of false information being conveyed to our retirees. While I am sympathetic to the fact that mistakes occur, these multiple incidents display a pattern of behavior that erodes my confidence. As such, I will be pursuing termination of this agreement.

In discussing this termination with my staff, it has come to my attention that ending this agreement immediately would have a chaotic and devastating impact on our retiree population. NueSynergy has been given the necessary tools to complete the annual open enrollment process and is thus the only option to effectively and immediately complete the enrollment process. That said, I have directed City staff to provide oversight to the enrollment process and ensure there are no errors in this process. Once fully completed, the City will end its contractual relationship with NueSynergy.

Again, I apologize for the undue stress these incidents have caused for you and our City retirees. I look forward to continuing our productive working relationship in order to ensure proper care is afforded to our retirees.

Respectfully,

Zachary C. Walker
City Manager

PLEASE READ THIS E MAIL!!!!

THIS IS IMPORTANT

We believe that everyone has received a letter from NueSynergy notifying you that your insurance benefits have been cancelled. THIS NOT TRUE. This letter was sent in error by Nue Synergy. You are going to receive a second letter advising you that the first letter was sent in error. This letter will advise you that "**NONE OF YOUR BENEFITS HAVE BEEN TERMINATED.**" Copies of the first letter you have received in error and a copy of the letter you are going to receive advising you of the error are both attached below.

Bob Sorensen met with the city manager early Friday morning to review this error and express our deep concerns.

If you have any questions or concerns, please send an e mail and your phone number to John Welchert and Bob will contact you.

As a reminder OPEN ENROLLMENT runs October 18-November 12.

The Benefits Fair will be held at the Uptown Market, 211 W Truman Rd, Independence, Mo., 64050.

Tuesday, Oct 19 from 8am-12pm

Wednesday, Oct 20 from 8am-12pm

Thursday, Oct 20 from 1pm-5pm

We will be at The Benefits Fair. If you are considering the Cigna Medicare Supplement Advantage Plan please come talk to us.