



BenefitsandBEYOND

A Virtual Workshop Series



Benefits
and
BEYOND

Agenda Slide



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Self-Service Check-In:
Property & Casualty Online Billing

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Benefits Online Billing

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Experts from CPG, Quantum Health,
and Express Scripts

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Breakout Groups

Self-Service Check-In Property & Casualty Online Billing



Whitney Fourie
Director, Business Operations

July 17, 2025

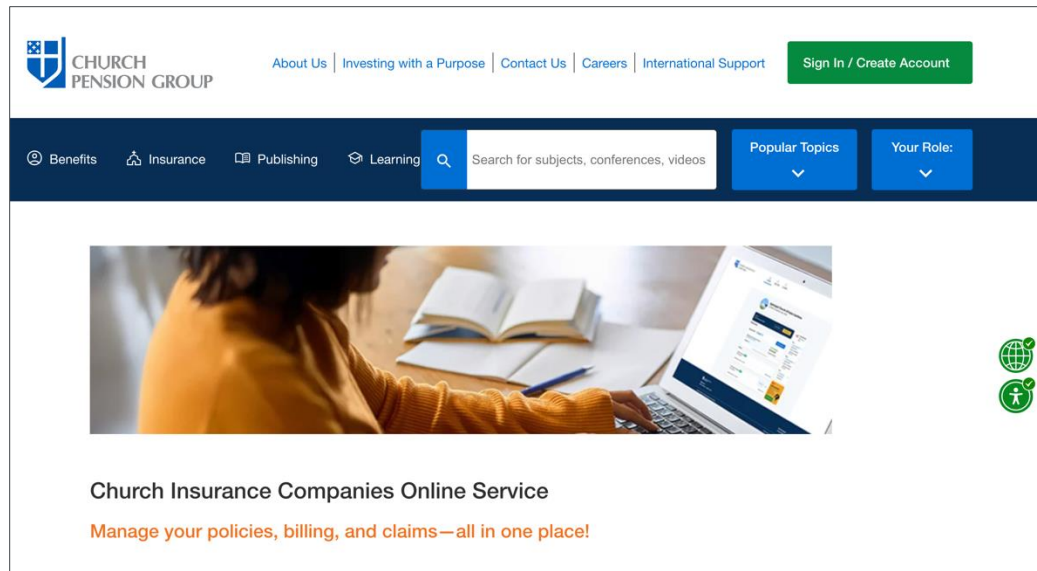
Benefitsand**BEYOND**

≡ The Benefits of Our New Online Service ≡

Quick, convenient, and safe

- Access new and improved policy documents
- View and pay your bills online
- Submit, track, and update your claims 24/7

For more information, visit
cpg.org/CIOnline



The screenshot displays the Church Pension Group (CPG) website. At the top, the CPG logo is on the left, and navigation links for "About Us", "Investing with a Purpose", "Contact Us", "Careers", and "International Support" are in the center. A green "Sign In / Create Account" button is on the right. Below the header is a dark blue navigation bar with icons and labels for "Benefits", "Insurance", "Publishing", and "Learning". A search bar with the placeholder text "Search for subjects, conferences, videos" is next to these. To the right of the search bar are two blue buttons: "Popular Topics" and "Your Role:". The main content area features a large image of a person in a yellow sweater working on a laptop, with an open book and papers nearby. Below the image, the text reads "Church Insurance Companies Online Service" and "Manage your policies, billing, and claims—all in one place!". On the far right edge of the website, there are two small green circular icons: a globe and a person with a checkmark.



Paying Your Bill Is Now Easier Than Ever



- Easy online payments
- Secure transactions
- 24/7 access
- Payment status and history at your fingertips
- Never miss an invoice!
- Set up recurring payments

Important Disclosures

“Church Insurance Companies” refers to The Church Insurance Company, NAIC No. 10669, a New York domiciled insurance company with its home office located at 19 East 34th Street, New York, New York 10016, The Church Insurance Company of Vermont, a Vermont domiciled insurance company with its home office located at 210 South Street, Bennington, VT 05201, and The Church Insurance Agency Corporation, an insurance agency with its home office located at 19 East 34th Street, New York, NY 10016. The Church Insurance Companies offer property and casualty insurance coverage and other related services to The Episcopal Church and its dioceses, parishes and other entities.

Property and casualty insurance products are underwritten by The Church Insurance Company, The Church Insurance Company of Vermont, and other companies (not affiliated with the Church Insurance Companies) for which The Church Insurance Agency Corporation acts as an insurance agent or broker. Product availability and features may vary by state, and products may not be available in all states. The Church Insurance Companies are not licensed in all states. Information and descriptions of products and services are provided solely for general informational purposes and are not intended to be complete descriptions, or to create a contract or an offer to provide, coverage. For complete details of coverage, including exclusions, limitations and restrictions, please see the actual policy or certificate. If any description of a Church Insurance Companies product conflicts with the terms of the actual policy or certificate, then the terms of such policy or certificate will govern.

The Church Insurance Companies do not guarantee the performance of the legal and contractual obligations of any unaffiliated insurer.

Self-Service Check-In

Benefits Online Billing



Beena Shaffie
Vice President
Benefits Data Analytics and
Cash Management

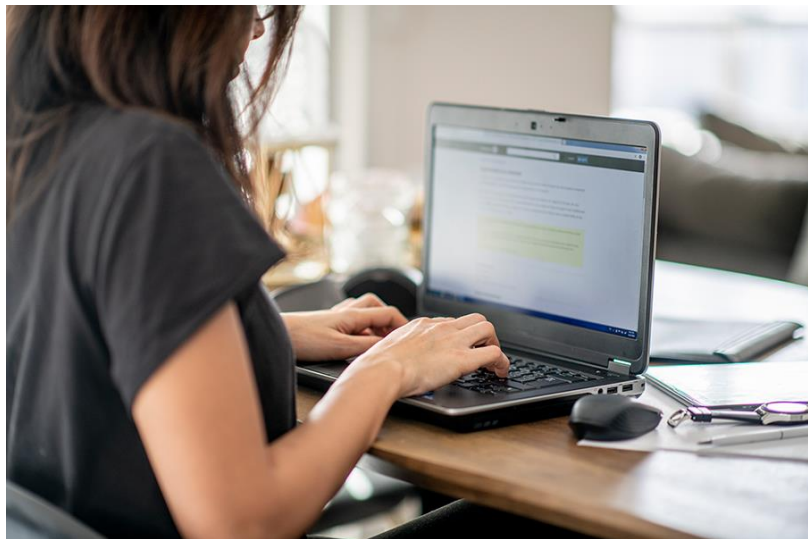
Akina Warner Simmonds
Benefits Operations Specialist,
Benefits Policy

July 17, 2025

Benefitsand**BEYOND**

Benefits Bill Pay

Every institution must view and pay bills online



- From manual to electronic billing and payment
- Pension, group health, group life, and disability (GHLD) invoices
- A longstanding ask from administrators
- Targeting October 2025

What a Centralized Electronic Solution Means for You

Time back in your pocket

Invoices



Eliminate information gaps



Streamline billing cycles



Visibility across multiple diocesan entities



Online notifications

Payments



Multiple payment options



Faster processing



Automated confirmations



No more lockboxes



Ensure access to Benefits Bill Pay



Who needs access?

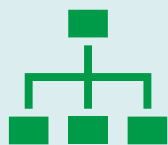
- Anyone responsible for viewing, approving, or paying benefits bills
- Assigned one of two roles in My Admin Portal (MAP):
 - Institution Administrator
 - **New!** Benefits Bill Payer

Diocesan Administrators

What you can do now



Does every institution have at least one individual in a bill payer role or Institution Administrator?



Make assignment(s) in MAP

- Institution Administrator
- Benefits Bill Payer



Work with your Relationship Manager



Institution Administrator and Benefits Bill Payer



Receive alerts
and notifications



View and pay
invoices online



View invoice and
payment history

Role can now be assigned in MAP!

- At launch, the Benefits Bill Pay button will be active in MAP

≡ Newly Designated Administrators ≡

What to expect



Must provide personal info in order for role to be assigned



CPG welcome email to set up web account

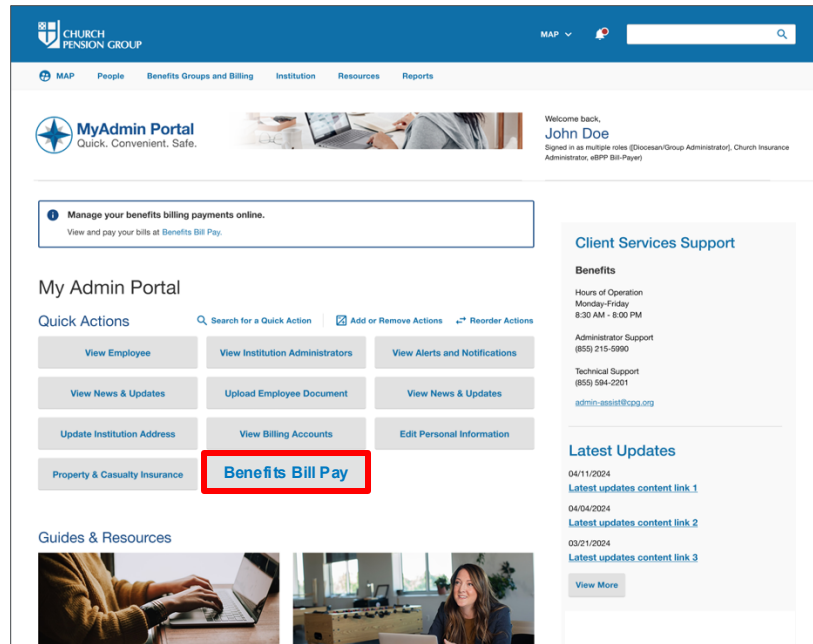


Starting in October, access to “Benefits Bill Pay” in MAP

What You Can Expect

Quick, convenient, safe

- Log into My Admin Portal (MAP)
- Choose “Benefits Bill Pay” button
 - View invoice(s) select what to pay
- Powered by Paymentus





What You Can Expect

Quick, convenient, safe

- Electronic payment
 - ✓ Bank transfer, debit cards
- By phone via an automated system (interactive voice response, or IVR)
- Scheduled and recurring payments
 - Via Paymentus (not your bank)
 - For e-check or debit card payments

Automated Alerts

Stay updated via real-time notifications

- View e-bills, payments received, insufficient funds, recurring payments, etc.
- Sender profile identifies the entity presenting the invoice
- Powered by Paymentus



Preparing for Success

Dedicated webpage:

cpg.org/benefitsbillpay

- Latest updates
- FAQs
- Links to learning resources
- And more!

Stay tuned

- Webinars and replays
- Updates via emails/letters
- Training module

The screenshot displays the Church Pension Group (CPG) website interface. The top navigation bar includes links for MAP, People, Benefits Groups and Billing, Manage Institutions, Resources, and Reports. A search bar is located on the right. The main content area is divided into several sections:

- Client Services Support:** Includes hours of operation (Monday - Friday, 8:30 AM - 8:00 PM), contact information for Administrator Support (855) 215-5990 and Technical Support (855) 594-2201, and an email link admin-assist@cpg.org.
- Billing Accounts:** Features a search bar and a table with columns for Account Number and Account Name. One entry is visible: Account Number 0299020487, Account Name All Saints Church.
- Latest Updates:** Lists recent updates with dates and titles, such as "2024 Annual Report - Clear Commitment, Clear Focus, Clear Vision" (06/28/2024) and "Fidelity Save for the Future You Webinar" (06/28/2024).
- Guides & Resources:** Includes a section for "Support and Guidance" with links to "Purpose of this screen" and "Monthly Medical Trust bill reconciliation checklist".
- Employment Events:** Features a section titled "What to do when" with links for "You hire a new cleric", "You hire a new lay employee", and "A cleric leaves or is terminated".
- Life Events:** Features a section titled "What to do when an employee" with links for "Needs to update benefits due to a change in spouse's or dependent's employment", "Gets married", and "Has a Domestic Partner".

≡ Important Disclosures



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In case of a conflict between the English version of this material and any translated versions, the English version will govern.

Benefits Check-In

Experts from CPG, Quantum Health, and Express Scripts

Moderator

Laurie Kazilionis, CPG

Panelists

- **CPG:** John Servais
- **Quantum:** Vikki Ooten and Kathleen Stephens
- **Express Scripts:** Todd Key, Bryan Sullivan, and Melissa Wing

July 17, 2025

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CPG Benefits & Beyond Administrator Resources

Register for upcoming virtual workshops and
access on-demand recordings and resources on
the Webinar page of ARC at cpg.org/arc





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