



New Member Company On-Boarding



Setting Up Simon Access

- You will receive an email from NCRMA@vimly.com with a link to the Simon portal.
- You will be prompted to create a username and password
- You will then need to read and accept the terms and agreements of the Simon portal
- In the portal, you will be able to pay your bill, set up autopay, run reports, and make changes to your employees
 - If you would like to set up a quick call demonstrating these items, please let us know. There is also a training video in the tile section of your dashboard.

Billing Process

- Bills will generate on the first business day of the month.
- For those who have set up autopayments, they run on the 10th of the month.
- Bills are due on the 15th for that month of coverage and late on the 20th.
- A \$100 late fee will be assessed after the 20th.
- After the 25th, members will be terminated back to the last day of the previous month or a there will be a \$250 reinstatement fee.

Enrollments and Changes

New Hires

- From the Simon Portal you will...
 - Navigate to the employee's tab on the left-hand side of the screen
 - Click Add Employee on the top right corner of the screen
 - Enter all pertinent employee information

Qualifying Events


- From Simon Portal you will...
 - Navigate to the employee's tab and select the employee you would like to change
 - Scroll down to their benefits section and click manage benefits on the right-hand side
 - Select the appropriate qualifying event and enter the qualifying event date
 - Next hit manage benefits in the bottom right-hand corner, from here make appropriate benefit changes

Terminations

- From Simon Portal you will...
 - Navigate to the employee's tab and select the employee you would like to change
 - You will see a red terminate button opposite the employee's name and select the reason of termination
 - Enter the termination date
 - Verify member's address
 - Hit submit

Open Enrollment

- Open Enrollment will be held once a year prior to the renewal date.
- Paper and Electronic enrollment guides will be available
- Employee-facing benefit meetings and or webinars will be available
- Employers will receive postcards announcing enrollment



2025

NCRMA North Carolina
RETAIL
Merchants
ASSOCIATION HEALTH PLAN

NCRMA
EMPLOYEE BENEFITS GUIDE

Enclosed in this book you will find a brief overview of your NCRMA company benefits for the upcoming year. Please reach out to your HR Manager or CAC Agency, for additional information.

www.ncretailhealthplan.org

Benefits Information



An overview of employee benefit offerings as well as plan documents can be found on association landing page. [North Carolina Retail Merchants Association Health Plan – Your Benefits Await](#)

Customer Service

BCBS of North Carolina (Medical, Dental, and Vision)

- General Coverage Questions
- I.D. Card Request
- Claims assistance
- Find an in-network provider

Customer Service Numbers:

Medical: 1-877-258-3334

Dental: 1-877-258-3334

Vision: 1-833-337-3132

Escalated Service Issues (Claims and Enrollment Discrepancies)

Email:

ncrma@cacgroup.com

Call:

205-414-8100