



Certificate of Insurance Services FAQ Sheet

Q. Who should I contact for more information?

A. Scarlett Sadler, (916) 850-7300 / ssadler@csac-eia.org.

Q. Can we use subsidy funds to pay for services?

A. Yes. You can request use of subsidy funds to pay for services.

Q. Who should I contact if I have problems with my provider?

A. Please reach out to your account representative. If you are unsure who this is, please contact Scarlett Sadler, (916) 850-7300 / ssadler@csac-eia.org. (Note: After 12/31/19, we will no longer be able to support Exigis user issues).

Q. What is the term of the Ebix contract?

A. An initial three-year term with auto-renewal for successive one year periods after that.

Q. We want to cancel our contract with Exigis and transition to Ebix. Does our entity need to provide a termination notice?

A. Yes, your entity will need to provide a minimum 90-day notice of termination to Exigis with an effective date.

Q. Who do I need to provide our termination notice to?

A. You must provide the termination notice directly to your Exigis account representative, please copy the EIA on that notice. Please be sure to include your request for any data that is currently stored on the Exigis platform. Once requested, Exigis will provide the data within a reasonable timeframe.

Q. What if our entity wants to continue to use Exigis?

A. Your entity can continue to use Exigis under the EIA's contract at your current rate until 12/31/19. Beyond 12/31/19, you will need to execute a direct agreement for services with Exigis. Please contact your Exigis representative to discuss this agreement and your associated term. Again, the EIA can no longer support member participation with Exigis after 12/31/19.

Q. If my entity decides to switch from Exigis to Ebix, how long will implementation take?

A. Implementation averages 4-6 weeks. Implementation setup depends on several variables, including the complexity of contracts your entity tracks. We recommend that you obtain any data that you may have with your current provider. This may expedite implementation.

Q. How much will it cost to switch from Exigis to Ebix?

A. The EIA has negotiated a reduced implementation fee of \$1,200. This fee can be billed incrementally throughout the first contract year.



Q. How do Ebix and Exigis prices compare?

A. The pricing structure for Ebix is different from that of Exigis. We can provide a price sheet however it would be best to contact Bilal Tak, (678) 242-2877 / tak.bilal@ebix.com. Please be sure to mention that you are a member of the EIA.

Q. Can I continue to run billing through the EIA?

A. No, the EIA is no longer offering pass-through billing services for either Ebix or Exigis. After 12/31/19, each entity will receive invoices directly from the provider. However, you can use your subsidy account in accordance with the program policy.

Q. Will parallel services be offered during the transition?

A. Yes, members can continue to utilize Exigis for services as outlined above.

Q. Will there be any pre-payment refunds?

A. No, there will not be reimbursement for any fees pre-paid.