

HR RESOURCES

HR Administrator Handbook

How the Summit360 program runs across the year, and what to expect from your role.

YOUR ROLE

- Keep employee census and eligibility data current
- Communicate enrollment windows and deadlines internally
- Route employee questions the program can't resolve directly
- Coordinate with your broker on plan design and renewal timing

THE YEAR AT A GLANCE

Open Enrollment	Employees review and elect coverage; Summit Signal and BriteGuide™ drive awareness and education.
New Hires	Implementation and Ben Admin & Integrations get new hires added and synced across HR, payroll, and carrier systems.
Life Events	Employees report qualifying events; Billing & Reconciliation keeps invoices and carrier files aligned as changes come in.
Renewal	You and your broker review program performance using Summit Command Center reporting.

Visibility & Reporting

Summit Command Center gives you and your broker a shared view of participation and engagement, so questions about program performance have answers before renewal.

Support

Employee questions route to Summit Sherpa, Navigators, and Connect. Program mechanics, data files, or broader escalations route through your broker and the Summit360 team.

Notice timing and compliance requirements vary by plan and jurisdiction — confirm specifics with your broker or legal counsel.