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Paula D. Allphin is a plan manager with BeneSys Administrators, a third-party administrator. She coordinates benefit administration for health and welfare, defined benefit pension plans, defined contribution and supplemental unemployment benefit plans and has been working in trust fund administration for over 30 years. Paula has developed expertise in benefit administration, customer service, medical claims processing, collection issues and minutes preparation. She attended Northern Kentucky University and has earned certificates in health care, retirement plans, employee benefit plans, financial planning management, compensation, and workplace learning and environment from the International Foundation. Paula is also a graduate of the Foundation's Administrators Masters Program (AMP®). Paula has served on the International Foundation Voting Board of Directors and previously served as a member of the Administrators Committee, where she formerly served as Chair for two terms. She is currently on the panel for the Collection Procedures Institute which is offered annually by the Foundation. Paula is called on frequently by the Foundation to speak on matters relating to the challenges facing today's administrators.