

Account-Based Services

{FSA, HSA, HRA, Commuter Benefits Administration}

Our Account-Based Services are focused upon satisfying the comprehensive needs of employers and participants. This methodology is designed to yield high levels of satisfaction across all aspects of our benefits partnership.

We administer the following types of Account-Based Benefits:

- > Health Care Spending Accounts
- > Limited Use Health Care Spending Accounts
- > Dependent Care Spending Accounts
- > Health Savings Accounts
- > Health Reimbursement Accounts
- > Commuter Transit Spending Accounts
- > Commuter Parking Spending Accounts
- > Other types of Reimbursable Benefits (Tuition, Adoption, Wellness)

Service Features:

- > Timely claims processing and reimbursement (various payout options available)
- > Stackable benefit one card solution
- > Fully-integrated Spending Account portal for employers & participants: myFlexDollars.com
- > Debit card option for automatic reimbursement of eligible expenses
- > Online, mobile and paper claim submission
- > Convenient reimbursement options, such as direct deposit and pay provider
- > Mobile app for convenient account access
- > Toll-free employee and HR support
- > Participant-level communications
- > Summary Plan Description (SPD) development and distribution
- > Annual non-discrimination testing

We don't mean to brag but...
Our scores speak for themselves.



Claim Approval Rate
We work hard to help employees understand what's considered reimbursable and they're getting it!
98.9%
INDUSTRY MEDIAN: 97.6%



Automated Payment Rate
We educate our employees to leverage hassle-free reimbursement tools such as direct deposit and pay provider.
97.2%
INDUSTRY MEDIAN: 94.1%



Debit Card Auto Substantiation
Our carrier/copay matching technology makes the debit card what it should be, convenient.
94.3%
INDUSTRY MEDIAN: 80.4%

Mobile Adoption Rate



Through effective communication, we drive employees to use convenient tools like the mobile app. In fact, our participants are **3x more likely** to use the mobile app than our competitors' participants.

3X

Our Employers Feel Confident & Connected



Our employees are taking control! With a quarterly average of **6.8** logins per employer, they're getting what they need when they need it through proper training and portal education. **AND**, our employers carry **4** active products on average, all stacked on one card! (The industry average for logins is 3.25 and 1.98 for active products per employer)

*Source: 2016 Evolution1 Benchmark Report

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