



HRA Administration Summary of Services

Implementation Services	<ul style="list-style-type: none"> • Kick-Off Meeting • Assigned Implementation Team • Weekly Status Calls • Business Requirements Documentation • System Configuration and Testing • System User Training
Participant Communications	<ul style="list-style-type: none"> • Welcome Letter • Participant Statements • Check/ACH Explanation of Benefits • Requests for Additional Information • Claim Denial Letter • Stored Value Card Request Letters • Reinstatement Letter
Administrative Services	<ul style="list-style-type: none"> • Reimbursement Account Claims Processing <ul style="list-style-type: none"> ◦ Web Submittal ◦ Manual Submittal • Processing Contribution Data • Coordinate FSA/HRA Payment Rules • Stored Value Card • Carrier Rollover Processing • Discrimination Testing • System User Training
Reporting	<ul style="list-style-type: none"> • Status Report • Check Listing Report • Total Deposits Report • Total Claims Report • Payroll Contribution Report
Web Portal	<ul style="list-style-type: none"> • Participant Self-service Portal <ul style="list-style-type: none"> ◦ Claim Submittal ◦ Substantiation Submittal ◦ View status and all Activity • Manager Self-service Portal
Benefit Concepts Customer Service	<ul style="list-style-type: none"> • Call Center Hours 8:30 AM to 9:30 PM (M-F) Eastern Time • Interactive Voice Response 24/7 • Email Support

