



FSA Administration  
Summary of Services

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