



## HRA Administration Summary of Services

HRA Administration Summary of Services	
<b>Implementation Services</b>	<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>
<b>Participant Communications</b>	<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>
<b>Administrative Services</b>	<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>• Coordinate FSA/HRA Payment Rules</li> <li>• Stored Value Card</li> <li>• Carrier Rollover Processing</li> <li>• Discrimination Testing</li> <li>• System User Training</li> </ul>
<b>Reporting</b>	<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>
<b>Web Portal</b>	<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>
<b>Benefit Concepts Customer Service</b>	<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>

