



HRA Administration Summary of Services

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| 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 • 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 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 |

