



Proposal for  
**Flexible Spending Accounts**  
*Exclusively for the Gallagher Marketplace!*

## Section 1: Why Flex

Due to the Affordable Care Act requirements, healthcare costs have skyrocketed and the strains are being felt by everyone. Now, more than ever, employees are using Consumer-Driven Accounts (CDAs) to keep costs manageable.

For nearly 30 years, Flex has been in the business of benefits administration. We have invested in the people, technology and resources to help CDA plan participants achieve a healthier saving and spending experience.

### Flex Offers User-Friendly:

- ✓ Flexible Spending Accounts (FSAs)
- ✓ Health Savings Accounts (HSAs)
- ✓ Health Reimbursement Arrangements (HRAs)
- ✓ Commuter Plans
- ✓ Federal COBRA
- ✓ Compliance Services

### *People. Technology. Resources.*

#### Knowledgeable service staff and IVR support

Plan participants can reach a customer service representative Monday through Friday, from 7:00 am to 7:00 pm Central by phone or email. Participants with a Flex Card also have access to 24/7 Interactive Voice Response (IVR) support.

#### All CDAs on a single debit card

Stacking FSA, HRA, HSA and Commuter plans on one debit card makes using benefits simple.\* Employees don't have to worry about taxes or paying out-of-pocket—making qualified purchases in-person or online a breeze.

#### Resourceful web site and mobile app

Employers and employees enjoy getting the information they need in a format that is user-friendly and fits their lifestyle. These digital resources are available at their fingertips and help keep everyone in-touch with their plan(s).

### *Provide easy-to-use CDA benefits with Flex!*

*\*Some exclusions may apply.*

# Satisfaction Survey

We regularly conduct Satisfaction Surveys and utilize our results to make constructive adjustments to our processes, protocols and user experiences. We make sure to get feedback from both clients and plan participants for a well-rounded view of our performance.



Through our recent **Employer Satisfaction Survey**, we learned the following:

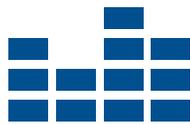
**Overall, our clients are satisfied with Flex's products and service.**

**94%** of respondents indicated that they would recommend Flex to another employer.



- Overall Quality -

**94%** of respondents felt that our products performed at a great or satisfactory level.



- Usage Experience -

**88%** of respondents felt that our products performed at a great or satisfactory level.



- Service Experience -

**92%** of respondents felt that our products performed at a great or satisfactory level.



- Renewal Experience -

**89%** of respondents felt that our products performed at a great or satisfactory level.



Through our recent **Participant Satisfaction Survey**, we learned the following:

**Overall, our plan participants like what we do and would refer us forward.**



**Over 3/4** of respondents rated us 8 or higher (on a scale of 1-10)

of how likely it would be that they would

refer us to a friend or colleague.



In fact, nearly half of these respondents rated us a **perfect 10.**

The Employer Satisfaction Survey was conducted in March 2016. The Participant Satisfaction Survey was conducted in April 2014.

## Section 2: FSA Overview

Flex has been providing best-in-class Cafeteria Plans since 1988. Our FSA is a bundled solution that handles all the administration and reimbursement tasks associated with the successful implementation and management of these plans, so you don't have to.

### Our FSA bundle includes:

1. **Flexible Spending Accounts (FSAs)** – Health Care, Dependent Care and Limited Purpose FSAs that allow participants to plan ahead and set aside tax-free dollars for eligible expenses.
2. **Non-Discrimination Testing (NDT)** – Annual testing that ensures compliance with IRS regulations.
3. **Premium Only Plan (POP)** – Enables an employer to pre-tax the group health insurance premiums.
4. **Plan documents and summary plan descriptions**

### Scalable Features

- Flexible reporting options available for Employers, Participant and Producers
- Availability of 2-½ month grace period or carryover
- Full integration with our HRA, HSA and Commuter Plans
- Ability to determine the payment priority between the FSA & HRA
- 5500 reporting support

### Simplified Transactions & Reimbursements

- Debit card
  - Automatically included for Health Care and Limited Purpose FSA
  - Available for use with Dependent Care FSA at the employer's discretion
  - Cash purse option available for quicker access to funds

### Simplified Transactions & Reimbursements (Cont.)

- Carrier Claims Feeds
  - Automatic and paperless claims processing via CrossTech or Easy Enrollment
  - Secure information transfer between Flex and insurance carriers, third-party administrators and pharmacy benefits managers
  - Available to participants of our FSAs that are also enrolled in one of the following health, dental and vision plans:
    - Aetna
    - Anthem
    - Blue Cross and Blue Shield (Various)
    - Cigna
    - Delta Dental
    - Guardian
    - IHS Health Solutions
    - MetLife
    - UnitedHealthcare
    - And more! (Check with Flex on current plan availability.)
- Direct deposit and traditional check reimbursement methods

### Plan Design Expertise

- Review of funding strategies and benefit designs
- Assessment of IRS compliance

### Implementation & Renewal

- Online enrollment for simplified, efficient plan enrollment for employees
- Auto-renewal via our web site – Streamlines the process for an efficient renewal experience

## Education & Communication Resources

- Pre- and post-enrollment communications
- Simplified educational materials
- Dedicated education and enrollment specialists to conduct meetings for employees
- Frequent e-communications about plan features, key dates, industry news and more
- Timely e-communications and text alerts about plan activity and payments can be sent for “Go Paperless” participants. Other communications that can be sent by text or email are:
  - Open enrollment resources and timing
  - Deductible or benefit limit met
  - Monthly mini-balance statements
- Enrollment kits, videos, calculators, FAQs and other educational resources

## First-Class Service

- Dedicated customer service professionals available M-F, 7am-7pm Central
- Real-time account access
- Dedicated account and implementation staff for employers

## Online Access

- 24/7/365 web support
- Mobile App – Plan participants are able to review their Flex Plan at any time, at their convenience. Our mobile app allows them to check balances, view claim activity, upload pictures of required documentation and submit claims– all with just a few taps on their mobile device.
- Text Alerts – Participants can receive text messages about their account. It’s another great way to know claims are approved, statements are ready, and more!
- eClaims Manager – Allows participants to upload and store required documentation for later use, while creating a centralized location for easy access to this information.

**Online Access (Cont.)**

- Direct access and resources for plan administrators and participants
  - Plan Administrators – account balances/activity, administrative updates, forms, participant access, payment history, plan details, reports, update participant demographics and much more.
  - Participants – account balances/activity, add/update banking information, claim status/activity, forms, payment history, plan information, submit claims online and much more.
- Integrates account access with other Flex Plans – HRAs, HSAs and Commuter.
- Employers have access to:
  - View employee account balances and contributions
  - View employee claims and reimbursements
  - View and access real-time downloadable reports
  - Manage employee eligibility by adding, terminating, and changing employee benefit(s)
  - Take part in the auto-renewal – a streamlined way of setting up and renewing the FSA
  - Access forms, documents and more
- Participants have access to:
  - Plan detail information (e.g., effective dates, run out period, etc.)
  - Available balances, elections, contribution summary and history
  - Claim Details – received, processed, paid, denied, pending substantiation, claim method (paper and electronic), and all claim images
  - Details of payments (check and ACH)
  - Online appeal of denied claims
  - Access forms, documents and much more

## Section 3: Education & Enrollment

Flex provides all the enrollment support and educational guidance needed to effectively boost participation and benefit awareness.

We highly recommend on-site Enrollment Meetings for our new and renewing groups. If an on-site meeting is not an option, we can accommodate web-based meetings with employees. Flex can also participate in an employer's Benefit Fair.

Paper kits and educational items will always be provided at in-person meetings. Our enrollment representatives will bring educational literature for attending employees, while leaving extras for employees who are unable to attend.

In addition to Enrollment Meetings and Benefit Fair participation, Flex offers other tools that can help you create and implement enrollment solutions that will drive new participation and encourage current participants to expand their coverage.

Some of the additional education services Flex can offer are:

- ✓ Custom live or recorded enrollment webinars
- ✓ Employee enrollment e-mail templates that can be used to increase employee attendance at enrollment meetings and webinars, or to simply raise awareness of the plan
- ✓ Educational handouts that highlight the benefits of your program, while informing employees how to enroll
- ✓ Enrollment flyers and posters that employers can use at the workplace to help promote upcoming enrollment meetings

Many companies strive to retain their employees by offering a robust benefits package. However, not all employees may be aware of the benefits available, especially if they are new to your company. Our research has proven that planning an employee educational meeting can introduce workers to all the extras that your company has to offer, guaranteeing higher participation levels, which means better tax savings for you.

**NOTE:** Fees may apply for benefit fairs, multiple meetings or travel outside of our local area. Since we customize an education and enrollment plan for each client, please contact Flex for information about any applicable fees. We will not attend/participate in any meetings/events until the final insurance/Flex plan design is approved by the client and Flex.

## Section 4: Pricing

<b>Flexible Spending Account</b>	<b>Cost</b>
Annual Fee	\$0
Monthly Fee per Participant	\$5 <i>(If enrolled in no other plan with Flex.)</i> \$4 <i>(If also enrolled in an HRA with Flex.)</i>
Monthly Minimum Fee	\$0
Enrollment Kits	\$0 / Digital Kit \$.50 / Printed Kit
Education & Enrollment Meetings	Contact your Flex representative to develop your custom education and enrollment plan. Fees may apply.

*All rates provided above are guaranteed for three years.*

## Section 5: Additional Products & Services

Flex makes managing Consumer-Driven Accounts (CDAs) easy so everyone can Save & Spend Healthy. Contact your health insurance consultant or call us at **866-472-5351** to request a custom proposal for any of our other CDAs and Compliance Services that may help you and your employees, including:

### Health Reimbursement Arrangements

An HRA works with any group health plan to help employees and their families save tax-free on healthcare expenses like doctor visits, prescription copayments and more. Some employees may still want a rich-benefit PPO and others are choosing HMOs and High-Deductible Health Plans. Our HRA has multiple plan design options to help!

### Health Savings Accounts

At a time when health insurance premiums are rising, HSAs provide employees relief in the form of tax savings for qualified healthcare expenses. Out of all CDAs, HSAs provide the most financial freedom since an employee chooses when they are ready to use their funds.

### Commuter Plans

Employees can pay with a debit card for eligible commuting expenses using tax-free money. With a Commuter Plan, employees have the flexibility to decide how much money to set aside and how they would prefer to get to and from their workplace. Our Commuter Plan offers Mass Transportation and/or Parking Accounts.

### COBRA Administration

Federal COBRA Administration has become increasingly difficult for employers to administer with complex government guidelines and strict legal requirements. Our COBRA service is here to eliminate your COBRA burdens. We offer a variety of features and resources that are designed to help you and your employees get the most out of COBRA.

### Wrap Document Services

The ERISA law requires most employers, who offer health and welfare benefits, to have a written plan document for their plan participants. Flex keeps employers compliant by providing a plan document that “wraps around” all ERISA benefits and includes the required language and disclosures.

### Non-Discrimination Testing

The Internal Revenue Service (IRS) requires annual Non-Discrimination Testing of employees at the end of each plan year. Our robust, standalone Non-Discrimination Testing offers a complete compliance testing curriculum for Cafeteria Plans, Health Care FSAs and Dependent Care FSAs.

### Premium-Only Plans

Give your employees the ability to pay for their portion of group health insurance premiums tax free with a Premium Only Plan. An employee POP can help them save 25% or more on insurance premiums, just by purchasing the same benefits they buy every year.