

Flexible Spending Accounts

Smart Benefit Management

Employers find that Benesyst's technology and responsive support team delivers extraordinary FSA outcomes.

Benesyst FSA/HRA Solutions: Responsive by Design

Benesyst's Flexible Spending Account services are designed to be responsive throughout our partnership with our clients. Before implementation, we assess a client's individual needs, and engineer solutions that answer to their specific requirements and achieve the desired results. When employees have eligible expenses, Benesyst can manage their claims and reimbursements through a practically paperless process. And our account executives and customer advocacy team are there when questions or issues surface that need to be addressed and resolved.

Since 1996, Benesyst has managed to maintain a client retention rate of 97%. We're glad to have the continued opportunity to serve these companies with the most reliable and responsive benefit management services in the industry.

But what's more important is why they come to us in the first place. Our clients have selected us when they have specific requirements that our competitors cannot meet. Or when their current benefits management vendor isn't providing the level of service they expect. Or when they need both the technology and the team behind it to be reliable and dedicated to getting it right.

If you are ready for a higher level of service and standards in automated FSA administration, Benesyst is ready to respond with the solution that is right for your company.

Benesyst offers a full range of Spending Account Services, including:

- Health Care FSA
- Dependent Care FSA
- Limited Health Care FSA
- Commuter/Transit Spending Accounts
- Tuition Reimbursement
- Wellness Rewards/Incentives



The Practically Paperless FSA

In this digital and data-driven age, submitting hard copy claims for FSA expenses often seems like an outdated and unnecessary step. That's why Benesyst has developed a proprietary "crossover claims" system, which uses a debit card to create a nearly paperless process for managing claims and reimbursement.

It's not just about going green – but also about reimbursing participants for their eligible FSA expenses as quickly as possible while remaining in full compliance with federal regulations.

Here's how it works. An employee's expense responsibility, such as a deductible or copay, is sent directly to Benesyst electronically from the insurance carrier. Benesyst then process the reimbursement by check or direct deposit. And your employee will receive their funds without the standard inconvenience of subsequent paperwork. For pharmacies and vision, our debit card provides the easiest solution.

Benesyst has the technology and customer insight to engineer the ideal process for managing your flexible spending accounts. Call us today to discuss how we can develop and deliver the right answer for your company.



“We definitely feel we made the right choice when we selected Benesyst as our FSA Plan administrator.”

— A National Financial Services Organization
with over 2,600 employees and 1,300 FSA participants

Exceptional Service. Every Time.

Although technology and automated processes are key to managing a successful FSA program, having a well-informed and responsive customer care team is even more important.

When participants have questions, or need help with claims, Benesyst makes sure there is an understanding and knowledgeable professional to help. Participants can contact our customer care center by phone or email.

What Our Clients Say Says it All

Here are just a few of the comments we receive about our high level of customer care:

“Great staff. Very knowledgeable and quick to respond and resolve issues. Thank you!”

“Customer Service is extremely well run. Don’t change a thing.”

“They were polite, attentive, competent (knowledgeable and well-trained), a vast improvement over the previous FSA provider.”

“I have always gotten fast, courteous and efficient help.”

“...extremely knowledgeable, prompt, and a pleasure to work with.”

The customer care team at Benesyst understands that every call comes from an individual who needs our help. That’s why our staff responds with the right information and the right approach.

Excellence in benefits administration since 1993.

Best-In-Class FSA Services:

Benesyst offers some of the most complete, compliant and automated FSA services available. Here is a quick overview of some of the key advantages our clients receive:

- A fully automated “crossover claims” system that correctly processes claims and adjustments from health plans.
- Fully-automated Online Daycare Claim System – remembers names of children and daycare provider
- Fully-automated Online Healthcare Claim System – prompts for common claim types and offers fully indexed list of eligible expenses
- Email notifications regarding account status
- The fastest claims turnaround time in the industry.
- Benesyst Benny™ Benefits Card offering the most dependable, well-engineered and paperless Card available
- Effective, customizable educational materials – including client specific content and branding.
- Participant and employer Internet access (24/7) to highly comprehensive support.
- Toll-free access to the knowledgeable and caring customer advocacy team
- Voice response system 24/7 (toll-free) with account information and InfoLine knowledge support
- Email confirmations and online claims tracking
- Quarterly statements and 30-day year-end warning statements
- Paperless statements, communications and forms
- Benesyst Mobile Access for mobile phones or Internet enabled devices

At Benesyst, however, we know that technology is advancing an exponential rate, and we are committed to improving and innovating our FSA services on an annual basis. We know the best way to serve our current and future clients is to be building our future products now.

For more information about how Benesyst can make your Flexible Spending Account programs easier and worry-free, contact your Benesyst client executive today.



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