

Sent: Thursday, June 05, 2008 8:05 AM

Subject: New Solution for HRA and FSA Administration



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Welcome

Dear Business Partner:

New Solution for HRA and FSA Administration

We have signed an agreement with Benefit Concepts that will give our employers access to a preferred solution for offering Health Reimbursement Arrangements (HRA) and Flexible Spending Accounts (FSA) beginning in the fourth quarter of 2008.

This solution expands our existing relationship with Benefit Concepts by enhancing the account and member experience. This is being accomplished through greater integration between the Benefit Concepts' personal spending account (PSA) administrative service and support to deliver collaborative setup, funding, and management for clients.

The enhanced HRA and FSA spending account options with Benefit Concepts will be available beginning Q4 of 2008 for accounts looking for an HRA or FSA.

About Benefit Concepts

Benefit Concepts is a 24-year-old Rhode Island-based firm with more than 400 clients and a national reputation for employee benefits management.

As one of six TPAs we work with on our claims feed solution, Benefit Concepts has a proven track record in partnering with us and already has access to adjudicated medical and pharmacy claims to facilitate the timely and accurate administration of HRA and FSA accounts.

Service and Support with Benefit Concepts

This new partnership will help us deliver a preferred level of service and support functions for accounts and members to help them manage, administer, and use their PSAs and health plans. This represents a significant enhancement to standard claims feeds, facilitating the employer and member experience with the PSA.

To deliver this enhanced level of support, we will be working with Benefit Concepts to provide joint implementation teams for new clients and aligned member service between our two organizations as questions arise. Additionally, we will be maintaining joint client support teams to provide quick resolution to employer issues during the plan year.

Account Types Available with Benefit Concepts

We are offering the following account types through Benefit Concepts:

6/5/2008

- Flexible Spending Accounts (FSA)
 - Health care
 - Dependent care
- Health Reimbursement Arrangements (HRA)

All healthcare accounts will be available with a stored value card, and within the accounts, Benefit Concepts can manage multiple healthcare accounts under one card. This account integration greatly simplifies card use for the member.

Other Services

When you sign on with Blue Cross Blue Shield of Massachusetts and Benefit Concepts for an HRA and/or an FSA, you, your clients, and their employees receive:

- **Customized Communications**
- **Employee Portal**—Full service web portal that helps members manage their HRA/FSA
 - Electronic substantiation submission
 - 24/7 Benefit information
 - Review and track expenses
 - Research claims
 - Forms and documents
 - Other helpful information such as FAQs
- **Employer Portal**—Allows managers to effectively control their plan
 - Review and edit benefit and human resources data and contribution amounts
 - Update information as necessary
 - Communicate with employees through the employee portal, including custom collateral
 - Monitor file transfers
 - Report on overall plan status, contributions, and payments
- **Reporting**—Benefit Concepts provides reporting to both employer and members, including
 - Employers—Plan status and overview reports
 - Members—Semiannual account statements
- **COBRA Administration**
- **Non-Discrimination Testing**

Sincerely,

John Coughlin
Vice President
Sales Division

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