Funding on the Enhanced FloresHR Benefit Accounts Portal

FloresHR

Funding FAQ

Q: How can I make sure I see the funding invoices? What email address do the funding invoices come from?

A: Funding invoices are sent from no-reply@floreshr.com with the subject line of "FloresHR Benefit Plan Funding Notification." These are sent to contacts who received direct debit confirmation emails previously in the legacy system.

Q: Since HSA contributions will no longer be posted for participants pending CIP; where can I see which of my employees have failed CIP and need to follow up? What errors might I see when uploading contributions due to this?

A: The HSA Account Details Report lists employee HSA information, including CIP/account status. This report can be run through the employer portal or scheduled on a recurring basis. When you load a contribution for someone who has not passed CIP, contributions will be accepted, but will remain in a pending status. Once CIP is passed and the account is opened, the pending contribution(s) will appear on your next invoice, and funds will be applied to the participant's HSA account. If after 90 days the CIP window has closed without passing, then the pending contribution will be moved to denied status; if the participant reapplies for the account after that, the contribution will need to be reloaded.

Q: How can I find out what my funding and reconciliation method is if I am not sure?

A: In the Invoice Number listed on your emailed invoice, look for one of these two three-letter codes: CAF = Claims Activity Funding; EPF = Employer Payroll Funding.

Q: How do I know the Account Type Code for the Contribution File Template?

A: There's a general list available for download on the Platform Enhancement Website. If you have an HRA that requires contribution files, please reach out to your FloresHR Account Manager to find out the code you need - due to the variety of HRA plan design options, we don't have HRA codes listed on this template. Also, you can see the codes for your plans by choosing the Process Contributions From Scratch option on the employer portal under Contributions, and choose the Plan dropdown on the first screen to see a list.

Q: What are some things to look for to help troubleshoot funding problems?

A: If you are having trouble, please reach out to our funding team or your account manager. Here are some items that might cause issues or discrepancies when processing contributions or when funding is being drafted:

- Be sure that you have enrolled all new participants BEFORE processing contributions.
- Do not use hyphens in the SSN when uploading a payroll file.
- If you are not sure if a payroll file has already been uploaded, be sure to check your contribution submission history to avoid duplication.
- Because we are no longer drafting funds for HSA participants who have not yet passed CIP, the draft amount may be less than expected when compared to your payroll. The pending amounts will be invoiced and drafted when the participant passes CIP and the account is successfully opened and active.
- Make sure you have whitelisted our new Originator IDs with your bank. We have a new ID for HSA funding and two for funding other accounts, and information can be found on our Platform Enhancement Website (https://www.floreshr.com/platform-enhancement-guide/). We are proactively reaching out to clients who we can see have this issue.

Q: If I am currently sending data via file feed, are any changes needed?

A: No changes to your file feeds are required.

Q: I can't get logged in to my employer account at https://app.wealthcareadmin.com/. What should I do?

A: You should have received a registration email from noreply@wealthcare.com in early January. If you didn't receive the email, or if you've tried the "reset my password" tool on the website and you are not able to get in, please reach out to your account manager. (Our previous webinar included additional information about setting up your new account: An Overview of the Enhanced FloresHR Portal)

Q: If I use FloresHR for both COBRA and benefit accounts (such as FSA, HRA, HSA, Lifestyle Spending, and Commuter), what is my experience?

A: If you have both COBRA and other plans with us, you will access those on different portals with different credentials. COBRA administration will remain on the legacy www.flores247.com platform until you are notified that your enhanced COBRA experience is available. Once it's time for you to gain access to the enhanced COBRA platform, you will receive a series of email communications with details, and you will see notification banners when you log in on www.flores247.com.

Q: I am a broker but I don't see all of my clients in the new portal, why not?

A: As a broker logged in to the new portal, you will only be able to see your clients who have gained access to the enhanced platform so far. Not all clients have the new experience available yet.

Q: Who should I contact with questions?

A: Funding-specific questions should be sent to funding@floresHR.com, all other questions should go to your FloresHR account manager.