

Platform Enhancements

Frequently Asked Questions
for Clients and Brokers



This document is designed to address common questions related to our ongoing platform enhancements. To ensure you feel fully informed and confident during this exciting chapter at FloresHR, we encourage you to carefully review all related communications sent from alerts@floresHR.com. If you still have questions, please connect with your designated business contact – whether that’s your Dedicated Account Manager or your Business Development partner. They’re here to support you every step of the way.

Q: What are you doing and why?

A: We are investing in enhancements to our platform to improve the way brokers, clients, and participants access and use our services and resources. These improvements prepare us to offer emerging capabilities and an upgraded user experience. Most importantly, they keep us ahead of new technologies that enable our continued commitment to exceeding expectations in service excellence. Additionally, as a reflection of this commitment to the HR teams and brokers we serve, we are rebranding to FloresHR.

Q: When is this happening?

A: Our goal is to minimize disruption to our clients and participants, so platform enhancements will be rolled out gradually over the coming months. FloresHR will communicate with brokers, clients, and participants in advance as enhancements are released. We are committed to clear and transparent communication and will stay in touch with clients and their participants and brokers throughout the process.

Q: What should I tell participants?

A: “Our FSA/HSA/HRA/Commuter (etc.) provider, FloresHR, is making platform enhancements to improve your user experience. You will keep the same FloresHR benefit payment card you already have, but will need to log in to a new website and/or download a new app. You’ll hear from FloresHR when the change is taking place, and the login experience will help guide you through the process.

COBRA participants will also hear from FloresHR with instructions to update their account and premium payment process. In the meantime, please continue to pay your monthly premium as normal either on the FloresHR site, by check, or through bill-pay. You will receive more information by mail.”

Q: What work do you need us to do?

A: Our goal is to take care of almost everything behind the scenes, but you may need to make some changes to your processes for administrative invoices or plan funding. When there is action you need to take, we will provide specific instructions. For example, we will send a request to update FloresHR banking information with your banking institution, and share a new consent form that will need to be completed regarding auto-drafting of client accounts. Please be on the lookout for updates from FloresHR sent from alerts@floresHR.com, and please have your IT team whitelist emails from floresHR.com to be sure you receive these important messages.

Q: Is the login experience changing?

A: Yes, both administrators and participants will have a new login experience. Once you are notified that your account is ready to access on our new platform, follow the instructions to register your new login. Participants will also receive login instructions when it is time to access their accounts.

Q: Will participants receive new benefit payment cards?

A: No! Participant cards will remain active until the expiration date, or when a participant requests a new or replacement card.

Q: Does everyone need to re-enroll?

A: No! Current enrollments are not affected; they are already accounted for in the platform. You will follow your usual process to capture participant enrollments during your regular Open Enrollment period.

Q: Does this mean a change to our service model?

A: No! You will continue to work with your existing service team or Account Manager. The enhancements we are rolling out will enable our team to provide better and quicker service delivery and continue to be your best-in-class service provider.

Q: Will participants be sent instructions to log in to the new portal? Will there be any instructions if they try to log in to the old portal?

A: Yes! We will notify participants about their new login experience and will guide them to the correct login site if they attempt to use the old portal.

Q: Will HSAs have to move to a new custodian?

A: No, the custodian and underlying HSA platform is not changing.