



# Benefit Resource, LLC

## Frequently Asked Questions

### Who is Benefit Resource, LLC (BRI)?

BRI is a leader in technology-enabled solutions for tax-free employee benefit plans and COBRA administration. We've been streamlining plan administration, reducing overhead costs for employers, and improving convenience and security for employees for more than 25 years.

### What products does BRI offer?

Our products include flexible spending accounts (FSA), health savings accounts (HSA), health reimbursement accounts (HRA), mass transit and parking commuter benefits, specialty accounts, and COBRA and direct billing administration.

### What types of clients does BRI work with?

BRI works with employers nationwide, ranging from small employers to Fortune 500 companies.

### What is the Beniversal® Prepaid Mastercard®?

The Beniversal card from BRI provides participants with universal access to pre-tax account funds, giving them one card for a convenient, seamless payment method for eligible expenses.

### What is the BRI claims processing window?

BRI has a five-day guarantee for claims processing and provides adjudication rates up to 98 percent using sophisticated auto-adjudication technology through the Beniversal card.

### How does BRI sync with ADP?

Once you subscribe to BRI, you can purchase the ADP connector, which will sync your data. Upon completing the subscription, you can select BRI from the "My apps" section in the Marketplace. That will automatically log you in to the BRiWeb employer administration site via a secure SSO.

### What is BRI's employer administration site?

BRiWeb is the secure online portal for employers and participants to manage the relationship and accounts they have with BRI.

### What capabilities and features are available for employers through BRiWeb?

BRiWeb offers features including:

- Convenient on-demand reporting, filtering and export options
- Centralized participant tool to manage demographic changes, eligibility, elections and terminations
- Online election management (open enrollment and ongoing enrollment options)
- File upload capabilities for submitting funding, eligibility, enrollment or change files
- Access to document and resource library

### What is BRI's customer service support model?

Each client is assigned a client support team consisting of an account manager, implementation specialist and dedicated client operations specialist who provides 1:1 service, rounding out the onboarding and ongoing administration experience.

## What ADP® platform is BRI integrated with?

BRI has file-based integrations with ADP Workforce Now®. The integration allows you to access all of tools you need (files, reports, documents, etc.) for pre-tax benefit administration. You securely access these tools via the ADP connector and SSO process, which means you never have to leave the ADP site to get to your BRI tools. It's a one-stop shop that simplifies your pre-tax benefits management experience.

## About Benefit Resource, LLC

Founded in Rochester, New York in 1993, BRI is a third-party administrator and leader in technology-enabled solutions for tax-free employee benefit plans that help streamline plan administration, reduce overhead costs for employers, and improve convenience and security for employees.

Our focus on tax-free benefits and COBRA enable us to provide superior value with our offerings. We believe in listening closely to our clients and participants to find solutions which save time, keep administration costs low and deliver an outstanding service experience.

## Visit ADP Marketplace to learn more about Benefit Resource, LLC

<https://marketplace.adp.com/BenefitResource>

The Beniversal Prepaid Mastercard is issued by The Bancorp Bank pursuant to a license by Mastercard International Incorporated. The Bancorp Bank; Member FDIC. Mastercard is a registered trademark of Mastercard International Incorporated. Card accepted at qualified merchants accepting Debit Mastercard. Copyright© 2020, BRI is a mark of Benefit Resource, LLC. All rights reserved.



## The Value of ADP Marketplace

Get everything you need to manage your people better, from hire to retire. Say goodbye to siloed systems, and hello to powerful HR apps all in one place — connected to your ADP solution.

- Easy and secure
- Seamless integration
- Single sign-on

ADP, the ADP logo, ADP Workforce Now, RUN Powered by ADP, ADP Vantage HCM, and Always Designing for People are trademarks of ADP, LLC. Copyright © 2020 ADP, LLC. All rights reserved.

The information in this document was prepared by Benefit Resource, LLC and Benefit Resource, LLC is solely responsible for its accuracy and completeness. ADP makes no representation as to the accuracy or completeness of any information contained herein.