



Benefit Resource

Frequently Asked Questions

Who is Benefit Resource (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 nearly 30 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 ADP® platforms is BRI integrated with?

BRI has file-based integrations with ADP Workforce Now®, allowing you to access the tools you need (files, reports, documents, etc.) for pre-tax benefit administration. You securely access these tools via the [ADP® data connector](#) and single sign-on (SSO), so you never have to leave ADP to get to your BRI tools. It's a one-stop shop that simplifies your pre-tax benefits management experience.

How does BRI sync data with ADP?

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

What is the Beniversal® Prepaid Mastercard®?

The Beniversal card from BRI provides participants with convenient, universal access to pre-tax account funds from a single card and compatibility with Apple Pay®, Google Pay® and Samsung Pay®.

What is the BRI claims processing window?

BRI has a five-day guarantee for claims processing and provides adjudication rates up to 99 percent. Our Claims Care Team provides support when claims are denied/need additional documentation.

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 tool to manage employee 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?

From initial implementation through the ongoing management of your benefit programs, BRI will provide you with dedicated and unparalleled service every step of the way. Each client is assigned a dedicated specialist who can answer questions and provide 1:1 service.

About Benefit Resource

Benefit Resource (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.

Clients, partners and employees have relied on our commitment to innovative solutions, high-touch service and expertise to guide them through their benefits decisions for nearly 30 years. We believe in listening closely to our clients and participants to find solutions that save time, keep administration costs low and deliver an outstanding service experience.

[**Visit ADP Marketplace to learn more about Benefit Resource**](#)

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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

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