benefit strategies LLC

Single Account Manager Model

Thursday, June 27, 2013

Many of our clients have placed multiple services with Benefit Strategies such as COBRA and FSA/HRA plans. For many of these clients, they have a different dedicated account manager assigned to their account for each line of service. This can make it challenging to manage the various benefits and who to call with questions. We are pleased to announce that we have implemented a Single Account Manager (SAM) model to address this concern.

We believe these changes will help streamline the day-to-day administration and relieve the burden from our clients on determining who to call when they need assistance. This change will make it easier for them to communicate through one single point of contact on all lines of service.

If you are considering placing additional services with Benefit Strategies, rest assured that you will be provided with a single point of contact and you will not have to worry about multiple avenues of communication.

Your single point of contact will be responsible for working with you on the day to day administration of all Benefit Strategies service offerings which can include:

COBRA Administration
Commuter Benefits
Flexible Spending Accounts (FSA)
Health Reimbursement Arrangement (HRA)
Health Savings Account (HSA)
HIRD Administration
Leave of Absence (LOA)
Premium Conversion Plans (POP)
Retiree Benefit Administration

Tuition Reimbursement

Along with this change we have a new management structure. If you have any escalated issues or you have questions about this change, you can now contact me directly at the number provided below.

Please remember that we also offer an IVR self service system that allows your participants to check their balance 24 hours a day, 7 days a week, as well as answer other basic questions such as mailing address, fax numbers, etc. If your participants would like to speak with someone in our office, we also have the Client Relations Team standing by to answer any questions your participants may have such as web site assistance, claim questions, as well as basic questions related to the operation of your plan. In the event you or your participants have an urgent or escalated request, our Client Relations Team is trained to direct your call to your plan's Account Manager, as quickly as possible.

Our offices are open Monday - Friday 8:00am - 6:00pm and Friday 8:00am - 5:00pm EST. We are committed to meeting a 24-hour response standard on voice mail or email inquiries, whenever possible.

We appreciate your business and the opportunity to work with you as a partner in benefits. If you have any questions about this notice, please do not hesitate to call.

Sincerely,

Benefit Strategies, LLC

Please contact Benefit Strategies at our toll free number for more information.

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PLEASE DO NOT REPLY TO THIS EMAIL

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