

HRC Total Solutions, LLC, founded in 2001, is headquartered in Manchester, New Hampshire. One of the leading third-party administrators in New England, HRC Total Solutions focuses on delivering exceptional customer service and using an enhanced technology platform with low administrative costs. Services are distributed through a strong broker association channel.

## Key Product Highlights

- Weekly claims feed from Blue Cross Blue Shield of Massachusetts allows HRC Total Solutions to pay the participant or provider for HRA reimbursements
- Daily claims processing and check issuance; direct deposits are processed twice a week
- Debit Cards: no cost for initial debit cards and a \$5.00 fee for replacement debit cards
- 30-day implementation time frame from receipt of completed paperwork

## Support

### Employers have access to:

- A dedicated 2-person Account Executive team for launch and ongoing support
  - » a) Accounts with less than 50 participants enrolled are assigned to the 8-person Account Management Team. Accounts with 50+ participants enrolled are assigned to a dedicated Account Manager.
  - » b) Email Customer Service at [customerservice@hrcts.com](mailto:customerservice@hrcts.com), or call **603-647-1147** Option 1.
- An online portal to manage accounts
- Employee education meetings and enrollment materials

### Employees have access to:

- Knowledgeable customer service representatives by calling **1-603-647-1147** or emailing [customercare@hrconcepts.biz](mailto:customercare@hrconcepts.biz). Customer Service hours: Monday through Friday, 8:30 a.m. to 7:30 p.m. E.T.
- An online portal to review account balance and claims history
- Mobile applications are available for download to access account balances

### Services:

- Payroll Administration
- HR Services
- Retiree HRAs
- HRIS System
- Health Reimbursement Arrangements (HRA)
  - » Percentage of each claim reimbursement
  - » Front-end deductible reimbursement
  - » Back-end deductible reimbursement
  - » Preferred rate for HRA administration: \$3.45 per person/per month; set-up fee of \$295 applies<sup>1</sup>
- Flexible Spending Accounts (FSA)
- COBRA Administration
- Health Savings Accounts (HSA)
- Commuter expense accounts
- Wellness accounts

1. Twelve-participant minimum

*continued*

## Sales Quotes

If you would like to request a quote for a product, full fee schedule, or additional information, please contact:

**Sales Department**

Direct: **603-647-1147**, Option 4

Email: **sales@hrcts.com**

*or*

**Adam M.J. Dupuis**

**Chief Marketing Officer**

Direct: **603-657-9577**

Cell: **603-391-7593**

Fax: **603-647-2329**

Email: **adam@hrcts.com**