










Get to Know Benefitsolver® + MyChoice Accounts

mychoice®



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What are MyChoice® Accounts?

MyChoice Accounts are tax-advantaged and lifestyle accounts powered by our innovative technology. Built by industry experts, our proprietary platform integration addresses exactly what employers and their employees need. MyChoice Accounts provides a simple, intuitive platform, a single payment card for all accounts, no-noise account administration and swift issue resolution. Our extensive experience in consumer accounts administration has helped us identify critical pain points in data, timing, and security issues that often plague FSAs, HRAs, HSAs, and commuter benefits.

Our Why

People are at the heart of everything we do, and we care about each of them. Every record in our MyChoice Accounts is a real person. We designed our technology and service model to deliver a unique solution to employees focused on an empathetic, personalized benefits journey, no matter what, where, or when they need support. While our competitors are consolidating, we are innovating for our clients and members.

What We Do

MyChoice Accounts are uniquely flexible. We offer a full and seamless integration with Businessolver's powerful benefits administration technology platform, Benefitsolver®. Embedding this important piece of your benefits package directly into your administration system will save you time and money.

Single-Source Solution

Integrated resources streamline your company's benefits administration needs.

Web-Based Enrollment

Employees easily view plans, enroll, and make changes.

Eligibility and Status

Rules-based configuration ensures data and status integrity.

Fully-Integrated Reporting

Real-time, online tools provide information and insight.

Licensed Participant Support

Service center representatives offer high-touch, trusted support.

Benefits Communications

Engaging content delivered where and when your employees need it.

Privacy and Security

Employee privacy and security safeguarded with disaster-proof services.



One Login

to enroll, manage +
interact with benefits



One Debit Card

for all consumer
accounts



One Call Center

and chat for benefits
questions



One Mobile App

for health plan, deductible info,
claims, reimbursement requests
and info on the go



Our Solutions

HSA Administration

- Investments
- Closed-loop payroll
- CIP processing
- Modern ETF investments and money market savings options

FSA Administration

- Limited purpose, dependent care, health care

HRA Administration

- Integrated, ICHRA, post-employment, retiree, limited purpose

Commuter Benefits

- Parking and transit, debit card model

Lifestyle Accounts

- Education support: Student loan reimbursement or pre-tax tuition assistance
- Adoption and/or surrogacy reimbursement
- Fitness/wellness accounts
- Financial goal accounts
- Medical Travel Reimbursement Accounts
- Employer-defined expenses for any incentive or lifestyle offering

Our Services

Streamlined, online enrollment

- Rules-based eligibility and enrollment
- Plan design templates

Member communications strategy

- Including standard communication
- Year-round engagement for member satisfaction and utilization

Compliance and legal updates

- Non-discrimination testing
- Quarterly product webinars

Client advocacy

- Online client community and discussions
- Product Advisory Councils

Diverse client administration

- Traditional employer groups
- Pooled groups, multi-campus or multi-division companies, unions, government and education entities, corporations, non-profit groups

Live, on-shore member services team

- Licensed benefits advisors

Claims processing

- Online, mobile, manual
- AI-enabled personal benefits assistant
- Reimbursements or provider pay
- Direct deposit or mailed checks
- Instant adjudication via OCR

Key Features

Benefitsolver integrations

- Payroll
- COBRA/Direct Bill
- Verification Services
- Total Rewards
- Personalized Navigation
- Census/Enrollment Files

Vendor and Carrier Integrations

- Carrier-neutral for maximum flexibility
- Claims feeds for easy claims substantiation
- SSO or seamless plug-ins (APIs)

Member experience tools

- Enrollment decision support
- MyChoice® Mobile App
- SofiaSM, personal benefits assistant

Single, multi-purse debit card

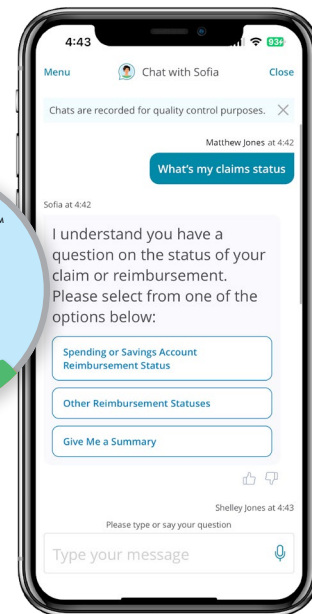
- All accounts, IIAS-compliant



Sofia is the face of changing consumer trends

Sofia is our AI-enabled personal benefits assistant. She connects participants with answers and guides them in benefits utilization. Plus, she's always available, 24/7.

- Sofia supports member services by answering member questions through chat within the platform and the mobile app.
- When asking about a product or service, 66% of consumers expect a response to their query on the same day, and over 40% expect a reply within the hour¹
- More than 25% of millennials expect a response within 10 minutes of reaching out to a consumer brand¹
- Sofia can answer questions about claims status, balance, eligible expenses, how a deductible works, and much more!



1 VONAGE -10 TRENDS CHANGING CUSTOMER EXPECTATIONS

✓ Am I a good fit for MyChoice Accounts?

A Checklist

I am looking to consolidate vendors and have a simple online enrollment experience.

My HR teams are overwhelmed with troubleshooting and issues with our consumer accounts vendor.

My benefits costs continue to rise.

My workforce is unengaged with their consumer accounts benefits.

My workforce needs more education about use of their consumer accounts benefits.

I want to make sure we're getting the best value in our consumer benefits administration.

We must complete a lot of manual approvals and processes just for consumer accounts administration.

Time to dig a little deeper?

[Click here](#) to find Ten Questions for Finding the Right Benefits Technology Partner.



businessolver

Ten Questions for Finding the Right Benefits Technology Partner



✓ What questions should I ask?

- What technology and services do I need?
- Can the vendor meet my core requirements?
- Does the vendor offer a service or component I don't have access to now?
- How committed is the vendor to platform innovation?
- How often does the vendor push releases and update the product?
- Does the vendor's culture align with ours?
- Is the solution future-proofed to ensure we meet our long-term goals?
- What is the projected cost?
- Is there a long-term value for changing vendors?
- What are our current pain points or issues to solve for?

Hesitations? Ask yourself...

I don't want a new consumer accounts provider because . . .	Ask yourself...
My participants don't have issues	<ul style="list-style-type: none">• Are they just choosing the plans they have always chosen without an active enrollment?• Are they educated on their selection?• Have you checked in with them on their satisfaction and use?
We have really low enrollment... no sense in rocking the boat	<ul style="list-style-type: none">• Are you participants disengaged because they are uninformed?• Are employees opting out because they don't understand the value?• What is this costing you?• Does your enrollment process coach participants in risk, cost projections and account value?
I don't want my employees to have to learn a new system	<ul style="list-style-type: none">• Is your current system seamless, or are there multiple SSOs out to other vendor partners?• How many minutes are your participants spending on benefits election?• Have you done a survey to understand any challenges with the existing system?• Do you feel employees understand the enrollment process?

Check out our member web site at www.mychoiceaccounts.com.



[in](#) [f](#) [X](#) [v](#) [i](#) [a](#) businessolver.com

