Harvard Pilgrim Health Care

FloresHR

Creative, compliant HRAs for your employees.

AN HRA ADMINISTRATOR FOR HARVARD PILGRIM

FloresHR specializes in HRA administration and places a high importance on employee education. Their service model includes open enrollment resources at no additional cost. Clients are assigned a dedicated Account Manager, and participants can easily reach a live, U.S.-based customer service agent for questions.

FloresHR is also an industry leader in Flexible Spending Accounts (FSA), Health Savings Accounts (HSA), Commuter Benefits Accounts, Lifestyle Spending Accounts, tuition and student loan reimbursement, compliance services, FMLA administration, COBRA administration services and retiree benefit solutions. Since 1986, FloresHR has been designing, implementing and administering flexible benefit plans ranging from very simple to highly complex, for employers of all sizes and all industry types.

Key Highlights of HRA Administration

For Participants

- Easy-to-understand, employee educational materials that explain the benefit and how to use it
- 24/7/365 access to accounts via online participant portal and mobile app
- Live US-based customer service representatives available M-F 8:30 a.m. - 8 p.m. Eastern time
- No manual claim forms to complete or submit when the data feed is utilized
- Debit card offered for some HRA plan designs

For Employers

- Dedicated Account Manager responsible for the ongoing support of your account
- Total online account management via the secure administrator portal
- Unparalleled knowledge in HRA plan design, configuration and implementation
- Best-in-class compliance assistance
- Creative and IRS-compliant HRA solutions for retiree health care
- Seamless coordination with other FloresHR benefits

This information has been provided by FloresHR as of December 2025, and is subject to change without notice. Harvard Pilgrim Health Care, Inc., including its affiliates, disclaims any implied warranty or representation about its accuracy or completeness. Please review the documents provided to members upon enrollment by FloresHR for complete information on their programs and services.

Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.

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FloresHR HRA Features

Employer Features	
Method of enrollment	Enrollment file; secure portal.
Methods of employer funding	FloresHR encourages efficient electronic funding via ACH or EFT.
Employer administrative fees	**HRA monthly administration fee:** $3.50 per participant per month, minimum $110. Fee may be adjusted based upon complexity of plan design. **HRA annual fee:** No annual fee
HRA design options	Front end, back end, % shared, pay to participant. Debit card available for first-dollar reimbursement plan options only.
Reimbursement level	Member level or contract level
Employer reporting	FloresHR web portal for self-service reporting; or contact your Account Manager with specific report requests
Employer support	(800) 532-3327; Monday through Friday 8:30 a.m. to 5 p.m. ET
Employer portal	**app.wealthcareadmin.com**
Employee Features	
Administrative fees	No employee fees
Reimbursement type	Check or direct deposit (no additional fees)
Welcome kit contents	HRA overview, instructions to log on to the Participant Portal, FloresHR website information and FloresHR Customer Service contact information
Monthly statement delivery	Review account activity via the FloresHR website or mobile application, no statements are necessary.
Online provider bill pay	No
Debit cards (if applicable to the HRA plan design)	Yes, optional based on HRA plan design. Additional fee may apply.
Account Holder Service Center	(800) 532-3327; Monday through Friday, 8:30 a.m. to 8 p.m. ET
Online account access	**accounts.floreshr.com and FloresHR mobile app**
Other services offered	Flexible Spending Accounts (FSA), Commuter Benefit Accounts, Health Savings Accounts (HSA), FMLA, COBRA, Direct Billing, Retiree Solutions.