

# CLARITY FUNDING OPTIONS : FAQS



## CLARITY FUNDING

**Clarity Funding** is the simplest and most secure way to fund your Clarity accounts. With this model all card swipes, checks and direct deposit are drawn from the Clarity Account. Clarity provides multiple levels of security including fraud protection. Access to check registers, transaction reports and account balances are available online. At the end of the plan year and following the run-out period a full account reconciliation is available.

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**Q** **Can the funding option be changed once my plans are active?**

**A** No, once a funding option has been chosen, it cannot be changed until plan renewal date.

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**Q** **Are prefunds required for all plans?**

**A** No, they are only required for FSA and HRA. Commuter Benefits, Dependent Care Assistance and HSA programs do not require prefunding.

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**Q** **Can different plans utilize different funding options?**

**A** No, this is not possible, the system requires that only one funding model be utilized.

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**Q** **Are reports available to track employee usage?**

**A** Yes, the reports are available 24-7 on the employer portal. Reports can also be scheduled in the system and sent via email to the client at the chosen interval.

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**Q** **How often will HRA prefund installments be debited?**

**A** On the first business day of each month for the first five months of the plan year, then it will be requested as needed.

## CLARITY FUNDING (CONTINUED)

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### Q How are my monthly administrative fees collected?

A These fees are debited via ACH on a monthly basis.

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### Q Can a different bank account be used for Monthly administrative fees?

A Yes, please supply separate ACH agreements with a copy of void check to your Clarity Representative.

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### Q What happens if a check is lost and cannot be cashed by the employee/provider?

A Clarity will confirm that the check has not been cashed. Clarity will put a stop payment on the check, once Clarity has approval from the client the check will be reissued. Fees are assessed and billed to the Client.

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### Q When will my FSA 8% pre-fund for the Clarity funding model take place?

A We can answer as “This timing will be confirmed by the Clarity Client Engagement Specialist in advance of the prefund ACH taking place.

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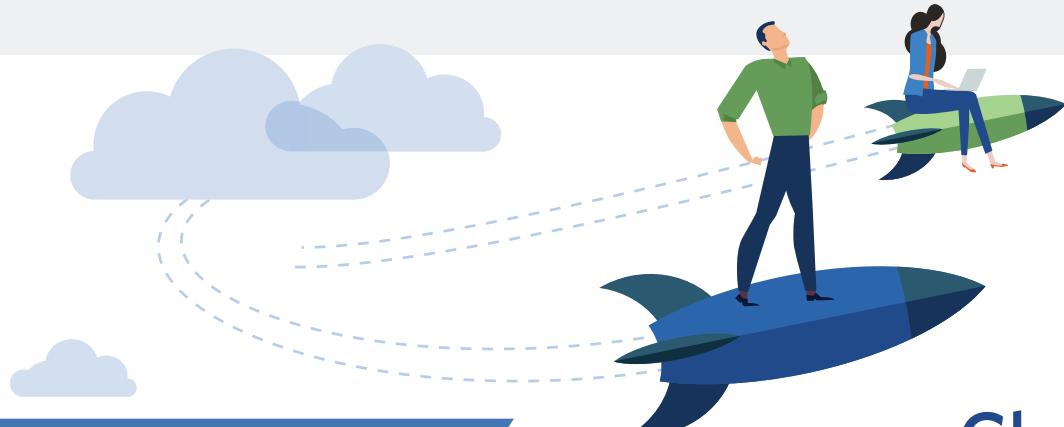
### Q Where can I find my Clarity Invoice and when is it available?

A Your Clarity invoice will be posted to the Clarity administrative portal during the first week of each month. The Clarity Finance team will send you an email notifying you when each invoice has been posted. The invoice is accompanied by a report that identifies each participant that is being billed for” or something like that.

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### Q What is the name or identifier that will appear for a Clarity ACH transaction for funding or administrative fees?

A MBI-Bank for an ACH to fund the benefits and “Beneflex” for monthly administrative fees.



## CLIENT FUNDING

With this option you grant Clarity limited access to your company's bank account to pay for all plan expenses. The account may be debited daily for employee card transactions, manual claim transactions processed by check and direct deposits. Additionally, the bank account will be debited monthly for administrative fees.

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### **Q Can the funding option be changed once my plans are active?**

**A** No, once a funding option has been chosen, it cannot be changed until plan renewal.

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### **Q Why are my employee's reimbursement checks pre-signed and mailed to my employee's home, can you send them unsigned to our office for signature and distribution?**

**A** No, the check stub contains private health information and due to HIPAA regulations, we are unable to provide this service.

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### **Q Can I only offer direct deposits and debit cards to pay claims?**

**A** We encourage all plan participants to sign up for direct deposit, however, we do not offer direct deposit only programs.

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### **Q Are reports available to reconcile the client bank account?**

**A** Yes, the reports are available 24-7 on Clarity portal. Reports can also be scheduled in the system and sent via email to the client at a chosen interval.

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### **Q How often will card transactions be debited to the client's bank account?**

**A** This can happen once per day based on usage and debited in one lump sum.

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### **Q How are my monthly administrative fees collected?**

**A** These fees are debited via ACH monthly.

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### **Q What happens if a reimbursement check is lost?**

**A** Clarity will contact you to confirm that the check has not been cashed and reissue a new check. Clarity recommends that a Stop payment be put on the lost check.