

# Integrating with Flores

Many Flores clients choose to send eligibility and contribution by establishing an electronic integration between their benefit administration system and Flores, which helps to significantly reduce the number of manual touches involved in day-to-day plan administration.

An Electronic Data Interface file, or “EDI”, can be used to send Open Enrollment election data, and enrollment changes that occur throughout the year, helping you ensure Flores receives necessary information automatically and in a timely manner. Many clients also choose to send deduction data to Flores by an EDI to assist in streamlining payroll processes.

Flores has successfully established thousands of EDIs for our clients who use a wide range of benefit administration platforms. Flores can accept data by an integration file for all Flores administered plans – FSA, HRA, HSA, QTE, COBRA, Direct Billing, and other Custom reimbursement arrangements. While we do have a standardized file format that we request our vendor partners to follow, we are flexible and can accommodate most other formats if needed.

## FREQUENTLY ASKED QUESTIONS

### Is an integration with Flores the right solution for my company?

In general, an EDI will be beneficial for clients with 100+ employees. If you have fewer than 100 employees, you may be able to efficiently manage eligibility and contribution reporting simply using our employer portal. Before moving forward with an EDI, you may wish to discuss this with your Account Manager, as some plans may be best administered with a more involved interaction with Human Resources.

### How long does it take to establish an integration with Flores?

The time involved in testing and approving your integration file is largely dependent upon the responsiveness of your file vendor who is sending data to Flores. Most new integrations will take 4-8 weeks to fully implement. The time frame can be shortened if your vendor is especially responsive, or if you are working with one of Flores’ preferred aggregators.

Flores is typically able to provide feedback to a file partner within 3 business days of receiving test data. Your dedicated Account Manager will remain actively involved throughout the file testing process. Once your integration file has passed a thorough list of data quality and logic tests, approval will be provided to your file partner for the integration to be moved to production.

### How much will it cost to integrate with Flores?

Flores will not charge any additional fee to your company to participate in thorough file testing with your file vendor of choice, nor will we charge any additional fee for you to send data to us by an EDI. Your file vendor may bill you a fee to assist in developing your export file(s) that will be sent to Flores.

### What Type of Integration Can We Establish?

An EDI is the industry standard that suites most of our clients’ needs; however, we also have API capability for certain use cases. Clients and partners interested in exploring an API with Flores are welcome to reach out to their dedicated Account Manager or Business Development partner for further discussion.

## THE PROCESS FOR INTEGRATION WITH FLORES IS SIMPLE

- 1** You notify your file vendor you would like to initiate an EDI with Flores to ensure we are receiving data for purposes of handling ongoing reimbursement plan administration, payroll funding and/or COBRA administration.
- 2** Your dedicated Flores Account Manager provides all necessary file specifications and client-specific IDs to your file vendor's analyst who has been assigned to your EDI project.
- 3** Your file vendor reviews data specifications and builds file export to accommodate your specific needs. If needed, your dedicated Account Manager at Flores is available to help assist your file vendor with clarification regarding the data we need for successful integration.
- 4** Flores begins receiving test files, which are thoroughly reviewed for quality assurance. If formatting or logic errors are observed, these are reported to your file vendor.
- 5** Subsequent test files are sent and reviewed by Flores as needed, until we can confirm formatting and logic are properly configured. Files that pass testing are then given the approval to move to production.
- 6** Your file vendor will then schedule this file job for delivery on your preferred schedule. For example, file may be sent weekly, biweekly, semi-monthly, or monthly, in accordance with your needs.
- 7** That's it! Your file will begin running as scheduled. Flores will automatically process your file(s) upon receipt.