



## HUMAN RESOURCES AND LABOR RELATIONS DEPARTMENT

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To: County Staff

From: Andrew S. McKinnon, Director  
Human Resources and Labor Relations

Date: January 17, 2021

Re: BASIC Flexible Spending Accounts

As I mentioned previously, we have good news from our Flexible Spending Account Provider, BASIC. We had not been receiving quality customer service with them and we had a zoom call with its CEO at 12:30 on Friday. During that call he admitted that BASIC had switched over to a new computer system and that is what was causing everything to take longer. This was a welcome explanation and I wish we had known it earlier. He also mentioned that we would be updated Friday evening and he would let us know when that happened.

Instead of receiving any personal contact with BASIC, I received the email below:

*Thank you for enrolling in BASIC benefits for your upcoming plan year:*

*01-01-2021-12-31-2021.*

*Your benefit plan includes the following elections:*

*Participant Election: \$x,xxxx.00*

*Client Election: N/A*

*Participant and client elections are based on benefit plan types. Your benefit plan may have one or both election types.*

If you are enrolled with BASIC you should have received the same email at around the same time. It's unacceptable that it took a call with the CEO to get this done, but it fixed it and for that I am happy.

Now that the benefit is up and operating correctly, there is additional information in regards to our FSA accounts. Some of you may have read this article over the weekend:

[Free Press FSA Article](#)

I will save you a few minutes of reading and let you know that under new federal laws, there is the possibility that we can extend the 2020 FSA spend down period for the entirety of 2021. This will require a change to our plan document, but I have requested that our broker move in this direction as it is your money and I know that many of you had difficulty spending it in 2020. As soon as the amendment is complete we will notify you.

Finally, as with BCBSM and HAP, BASIC also has an app that is pretty intuitive and helpful. They haven't provided documentation on it, but you can find it in the Apple App Store or the Android Play Store.

I appreciate everyone's patience during this year's rollover. If you are continuing to have any issues please let me know ASAP so that we may address them. Take care.