

# Contact Quick Reference



## Melissa King

Account Manager



[melissa.king@midamerica.biz](mailto:melissa.king@midamerica.biz)



(813) 533-4723  
(813) 435-2143 (fax)

From the beginning of your relationship with MidAmerica, Melissa will ensure that your expectations are met, and that your plan is implemented smoothly, with minimal disruption to your day-to-day.

As your Account Manager, Melissa will serve as your main point of contact for all plan-related questions and service needs. This includes working on any administrative or contribution inquiries you may have.

## Customer Service Hours

Monday through Thursday, 8:30 am- 8 pm ET  
Friday, 8:30 am - 6 pm ET

## Customer Service

**Special Pay Plans:** (855) 329-0097

**HRA/FSA:** (855) 329-0095

**FICA Alternative:** (800) 430-7999

**APPLE Plans:** (800) 634-1178

**TPA Plans:** (866) 873-4240

**General:** [accountservices@midamerica.biz](mailto:accountservices@midamerica.biz)

**HRA/FSA:** [healthaccountservices@midamerica.biz](mailto:healthaccountservices@midamerica.biz)

## Contributions and Data

[contributions@midamerica.biz](mailto:contributions@midamerica.biz)

## Claims

[claims@midamerica.biz](mailto:claims@midamerica.biz)

## MidAmerica Address

402 S. Kentucky Avenue, Suite 500  
Lakeland, FL 33801

## Contributions Address

P.O. Box 24957  
Lakeland, FL 33802



# Meet MidAmerica



## Your Plan, Your Way

We provide custom retirement and wellness solutions designed to meet the unique needs of you and your employees. Communications, plan documents and administration are built around how you prefer to administer your benefits.

## Dedicated Service

Our dedicated Account Managers act as our clients' single point of contact at MidAmerica. We believe in relationship-building, so we aim to make sure our clients receive consistent, reliable service each time they reach out to us.

## True Partnership

Our over 20 years of experience serving the public sector has taught us the importance of providing benefits that not only attract talented employees, but provide plan sponsors with cost certainty. We take a 360 degree look at your benefits offerings in order to recommend the best plan to achieve your goals.

Since 1995, MidAmerica has been focused on providing meaningful retirement and wellness solutions to the public sector. For over 20 years, we've developed long-lasting relationships with our clients because of our dedication to service, unparalleled flexibility and drive to help the people who work hard to make our communities a better place.

## Our Benefits Solutions

- Health Reimbursement Arrangements
- Flexible Spending Accounts
- 403(b) / 457(b) Third Party Administration
- 403(b) Special Pay Plans
- 3121 FICA Alternative Plans
- Employer Sponsored 403(b) Plans
- 403(b) / 457(b) Single Vendor Plans
- Trusts

