



HealthEquity[®]

WageWorks[®]

We have exciting news to share with you! Beginning January 1, 2021, your Reimbursement benefit(s) will be transitioned to an enhanced platform. This communication informs you of upcoming activities that may affect you during this transition.

Important Transition Information

<p>Claims Incurred between January 1, 2020 - December 31, 2020</p>	<ul style="list-style-type: none"> ➤ You will continue to submit claims and receive reimbursements from your Anthem (WageWorks) FSA account through the run-out period which ends on March 30, 2021. ➤ Visit: www.benefitadminsolutions.com to access your account.
<p>Claims Incurred between January 1, 2021 - December 31, 2021</p>	<ul style="list-style-type: none"> ➤ Administration of your New Plan Year plan(s) will begin. ➤ A Quick Start Guide will be distributed to provide detailed information on using your new account. ➤ Access your new online account with by visiting www.healthequity.com/wageworks click on the “Log In/Register” button and select “Employee Registration” to create your unique credentials. ➤ Submit your new claims by using any of the following methods: <ul style="list-style-type: none"> Online Claims or Pay My Provider https://participant.wageworks.com/Home.aspx EZ Receipts Smart Phone App https://www.wageworks.com/ Fax or Mail (Paper Claim Form) https://www.wageworks.com/employees/support-center/support-and-faq/forms-eligible-expenses/

Frequently Asked Questions:

How do I register my account and view online program information?

Register your new online account with by visiting: www.healthequity.com/wageworks click on the “Log In/Register” button and select “Employee Registration” to create unique WageWorks credentials. When asked for you ID Code in the self-identification process, use the last four digits of your Social Security Number. Complete your profile by:

1. Entering your contact information
2. Specifying your email and text notification preferences
3. Identifying your preferred reimbursement method – check or direct deposit
4. Updating your tax bracket to analyze cost savings
5. Creating a username and password for ongoing access.

Will I receive a Debit Card?

No. Anthem will continue to pass your medical and prescription drug claims automatically to HealthEquity so you don't need to do anything for these for reimbursements. However, for dental, vision or other services not covered under our medical/Rx plans, you'll need to submit those on your own by following the instructions below:

How do I file a Claim?

Effective with the **new plan year**, you will be able to access your account online to request reimbursement for your eligible expenses. You can also use the EZ Receipts mobile app to submit claims from your mobile device. If you would like to fax or mail your reimbursement request, please visit www.healthequity.com/wageworks and select “Employees” from the top toolbar then “Important Forms” from the “Support Center” list.

With the EZ Receipts® mobile application, you can file and manage your reimbursement claims and Card usage paperwork on the spot. To access your online account on the go with the EZ Receipts mobile app, visit www.healthequity.com/wageworks and click on the “Log In/Register” button and select “Employee Registration” to create your unique credentials.

Will my Direct Deposit details transfer to the enhanced platform?

If you opted for direct deposit for reimbursements from your Anthem FSA account(s), you will need to sign up for direct deposit on your new account. Please login to your account and update your reimbursement method in your profile effective plan start. Please allow up to two weeks to complete the confirmation of your account numbers with your financial institution. Any claims submitted during this time will be reimbursed via check.

What if I had a Letter of Medical Necessity set up with Anthem FSA?

Unfortunately, we cannot automatically transfer Letters of Medical Necessity. For any service or product that falls under the category of “Maybe Expense” or “Ineligible Expense” per IRC sec 213 (d), a Letter of Medical Necessity will need to be submitted with your first claim. We will not be able to process your claim without your Letter on file. For more information, please visit www.healthequity.com/wageworks and select “Employees” from the top toolbar then “Important Forms” from the “Support Center” list.