University of Nebraska Flexible Spending Account

Administered by WageWorks, Inc.

Presenters:

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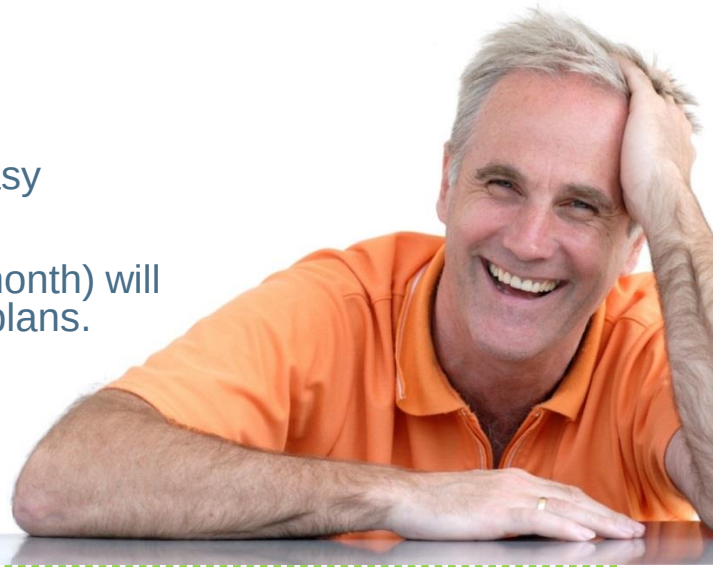
Flexible Spending Account Overview

Flexible Spending Account Overview

- Beginning June 5, 2013, the University of Nebraska's Flexible Spending Account (FSA) plan will be administered by WageWorks
  - Providing you and your family with a competitive benefits plan is a top priority for the university. Our goal is to provide employees with the most reliable, compliant, and flexible FSA benefits administration program available.
  - To achieve this goal, we conducted a competitive bid process and received bids from more than 20 vendors. After the review process was completed, WageWorks was selected as the university's FSA program administrator. WageWorks will provide participants with improved plan features that our current internal administrative system could not offer.
- What will change?
  - You will have more convenient payment options and easy access to your account
  - Minimum annual election amount of $480.00 ($40.00/month) will be required for all new employees to enroll in the FSA plans.
- Additional FSA information can be found at the university's benefits website at www.nebraska.edu/benefits.



Confidentiality

- Confidentiality of Information and Data
  - Maintaining the confidentiality of your personal information and data is a high priority for the university and was a vital element of the bid process.
  - WageWorks has a very high-level, secure platform that protects your confidential information. As with all employers, WageWorks is required to comply with federal HIPAA laws and regulations.
  - We are very confident of WageWorks' internal security and safeguards that are in place to protect your personal data.

Eligibility

- Eligible FSA expenses will not change
- What are the eligible FSA Expenses?
  - Health care expenses: Generally, services and products that are medically necessary to treat a specific condition are considered eligible health care expenses.
  - Dependent care expenses: These typically include care provided for your qualifying child (under age 13) or other qualifying dependent so you can work.
  - Visit www.wageworks.com for a list of eligible health care and dependent care expenses.
- Who's covered?
  - Yourself, your spouse and any dependent children. An Employee Plus One Adult Designee can also be eligible if an IRS tax dependent.

Migration Process

Migration Process

- As part of the migration process, a claims hold period will occur from **May 21 to June 4.**
- The hold period is required in order to transfer employee records to WageWorks.
- Your basic employment information, direct deposit information, email address, annual election amount and remaining account balance will be transferred.
- **You will not be able to submit claims for reimbursement during the hold period.**

Migration Process

- **Migration process**
  - Only year-to-date FSA totals will be sent to WageWorks, no historical details of claims are moved over.
  - Employees should submit **only** claims to WageWorks that have not been reimbursed by the university. If you are audited by the IRS, you will be responsible for any duplicate claims submitted to both the university and WageWorks.
  - Pending or unprocessed Dependent Care claims *will not* move over. Employees will be required to resubmit claims to WageWorks for reimbursement.
  - Health and Dependent Care claims not processed by the university must be sent to WageWorks after the migration is completed using a WageWorks claim form.
  - Current recurring over-the-counter (OTC) prescriptions and Letter of Medical Necessity forms will not transfer to WageWorks. You must provide documentation to WageWorks to receive reimbursement.
  - You are encouraged to check your FSA balance in Firefly before the transition to WageWorks takes place.

Migration Timeline

- **Timeline of Events**
  - **May 21ST (Tuesday) –** The Hold Period Begins
  - **June 4TH (Tuesday) –** The Hold Period Ends
  - **June 5TH (Wednesday) –** Effective date (“go-live” date)

Claim Submission Options

Claims Submission Options

- You will have several methods for submitting FSA claims to WageWorks
- Claims can be submitted to WageWorks online, by mail or fax, or through the EZ Receipts mobile application
  - Online: Participants can submit claims and upload receipts online using the WageWorks participant website.
  - Participants can submit claims and receipts via mail or fax to WageWorks.
  - EZ Receipts mobile app: The mobile app is free and allows participants that have a smartphone (Android, iPhone/iPad or BlackBerry) to submit claims and receipts quickly and effortlessly. The free EZ mobile application may be downloaded at www.wageworks.com.
  - Regardless of claims submission method, participants must provide the appropriate documentation for claims processing.
- Custom Claim Forms
  - Beginning June 5, only WageWorks FSA claim forms may be used to submit claims.
  - Separate custom claim forms are required for Health Care and Dependent Care reimbursements; both forms are available from either the WageWorks participant website or the University's benefits webpage.

Payment Options

Convenient Payment Choices

- WageWorks provides several different payment methods to receive reimbursement for your FSA claims.

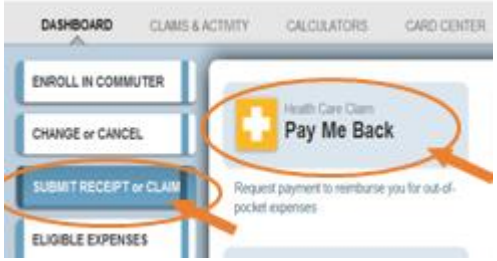
Pay Me Back

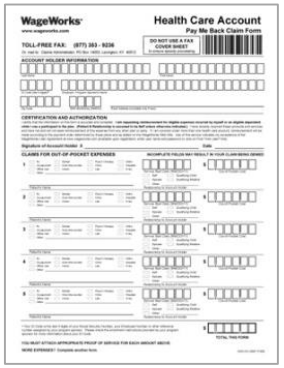
Pay My Provider

Pay By Card

Pay Me Back

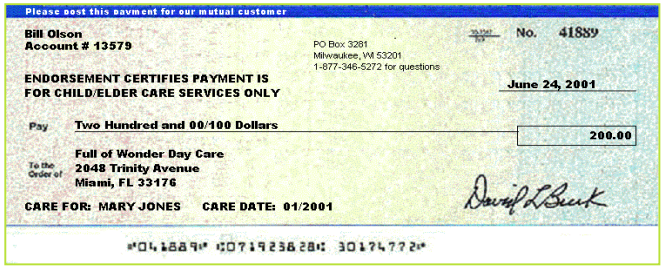
- Use your own funds to pay for expenses and then file a claim to request reimbursement from your FSA
- 48 hours turnaround to process a claim
  - Payments issued electronically to the primary bank account used for payroll within 5 days of the claim processing date.
- Email notifications sent upon receipt of your claim and when a reimbursement is made
- Monitor payment status online
- Can be used for reimbursement of any FSA medical or dependent care expense.





Pay My Provider

- Works like an online bill payment service. WageWorks pays your provider directly.
- Participant provides payee and payment information to WageWorks
  - Payment information may be entered online, or submitted by mail or fax
  - Appropriate documentation must be submitted and approved prior to provider payment being issued
  - Checks can be issued no less than 10-days after request
- Available for Heath Care and Dependent Care expenses
  - Best used for recurring payments
    - Monthly orthodontia payment
    - Monthly day care expense
  - Can also be used for one time payments



Scenario: Pay My Provider

Orthodontia Expenses

Orthodontia payments over time

Most Convenient for You

Pay My Provider (FSA online bill pay along with receipts)

Day Care Expenses

Recurring dependent care expenses

Most Convenient for You

Pay My Provider (FSA online bill pay along with receipts)

Pay By Card

- Use your WageWorks Health Care Card instead of cash or credit at health care providers and pharmacies for eligible services, goods and prescriptions.
  - The card will only work at approved merchants and should only be used for eligible products and services.
  - Visit the WageWorks website to review a list of qualified merchants, like drug stores, supermarkets and warehouse stores that accept the card.
  - You should always save all of your receipts or digital copies. Even when your card is approved, a detailed receipt may still be requested.
  - The card is best used for prescription purchases at a pharmacy
  - The card may not be used for dependent care expenses.

Pay By Card

- Health Care Card is automatically issued to all Health Care account participants in the name of the account holder.
  - The card will be mailed to your home the week of June 14th for current participant regardless of FSA balance.
  - 2013 remaining election balances will be automatically loaded.
  - You must activate the card prior to use.
  - Cards are issued with a 3-year lifespan, so please retain your cards.
- Participants may request additional cards for dependents.
  - Cards are printed with your dependent's name and unique card number.
  - Request cards online or through customer service. When you request a card for a dependent, use the last 4 digits of <u>your</u> Social Security number for the ID code (not your dependent's SSN).
  - If dependent card is lost or stolen, it can be deactivated without affecting other family members on plan.
  - No charge for additional cards.

Pay By Card

- **Prescription Purchases**
  - The Health Care Card is best used for prescriptions at a pharmacy.
  - The card may be used when purchasing prescriptions through CVS Caremark Mail Service.
- **Over-the-Counter Purchases**
  - To purchase over-the-counter (OTC) drugs, you'll need to get a prescription from your doctor. You can use your WageWorks Health Card for prescribed OTC drugs when filled and purchased as a prescription at the pharmacy counter.
- **Card Use Verification**
  - Some doctors' offices, hospitals and dentists perform services which would be considered ineligible for the Health Care FSA. If you use your card at one of these places, you may be asked to submit an Explanation of Benefits (EOB) or other documentation for verification. If you do not submit documentation, your card may be suspended.
  - WageWorks will send you an email if you have card transactions that need to be verified.
- **Lost Cards**
  - If you lose your card, please call WageWorks immediately to report the lost card and to order a new one. You will be responsible for any charges until you report the card.

Card Scenario: Pharmacy Transactions

Card Use Scenario

Prescription purchase with card at an approved merchant

Most Convenient for You

Card payment

No receipts need to be submitted

Card Use Scenario

Eligible over-the-counter (OTC) purchase with card at an approved merchant

Most Convenient for You

Card Payment

No receipts need to be submitted

Website and Account Access

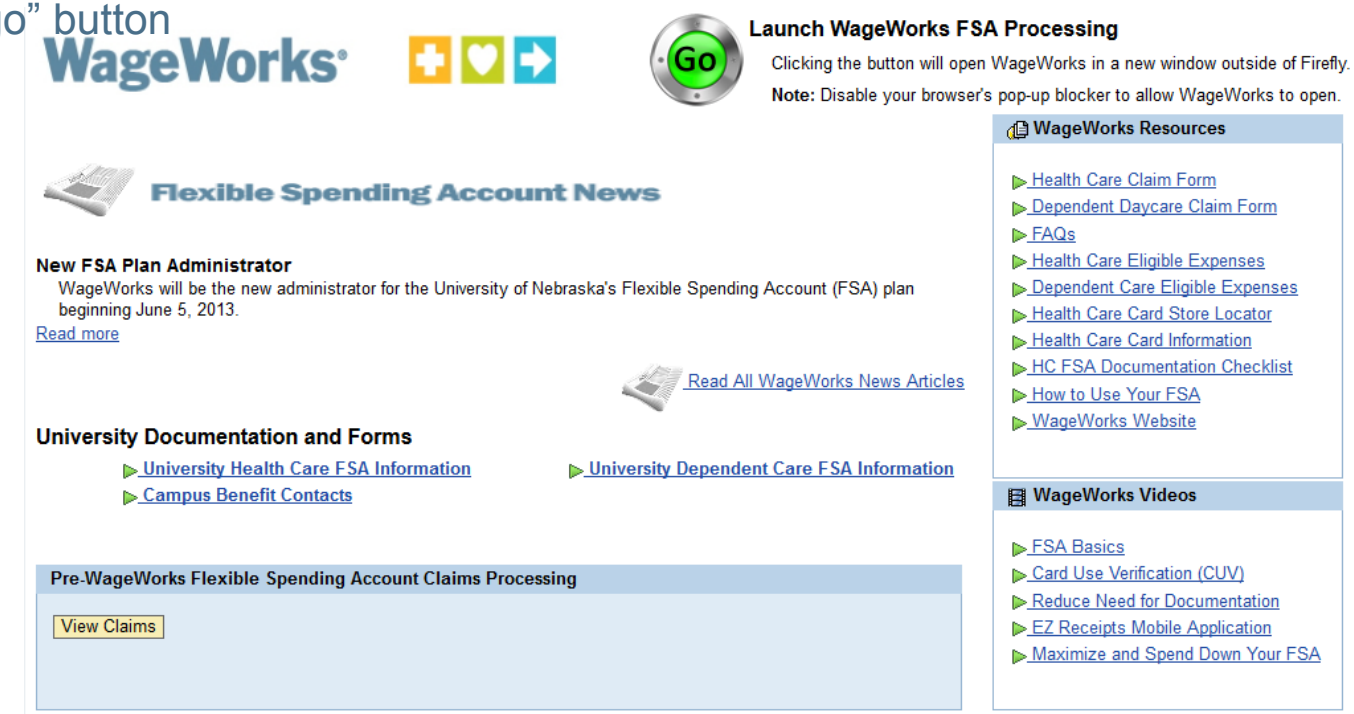
WageWorks Online Account Access

- You will have access to your new online account through WageWorks beginning June 5, 2013
- You will have 24/7 access to information about your FSA. You can manage your account, schedule payments, file claims, check your balance and more. You can also change your preferred email and home address.
- **You have two options for accessing your account:**
  1. Access your account through Firefly
  2. Register for an account at www.wageworks.com

Account Access through Firefly

1. Log into Firefly at firefly.nebraska.edu
2. Click on Employee Self Service
3. Click Flexible Spending Account (under benefits)
4. Complete User Agreement
5. Click the green “go” button

Click the green “go” button to access your WageWorks account



Account Access through www.wageworks.com

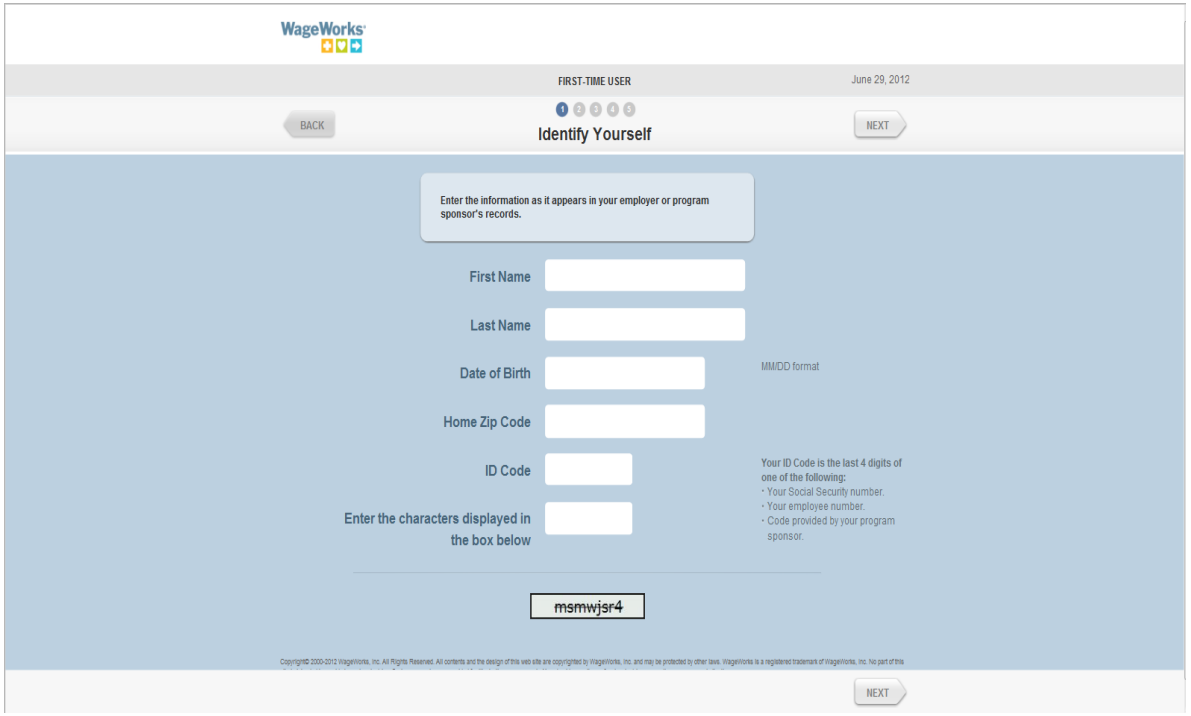
To register for an account, click "Register with WageWorks now"

Account Access through www.wageworks.com

The first time you log in to the website, you will need to enter your contact information and ID code to confirm your identity.

Your ID Code is last 4 digits of your Social Security number.

You will also need to create a username and password.



Online Features and Functionality

Customer Service

Customer Service

- Participants may call WageWorks for account information at **1-855-428-0446**
  - Customer Service Representatives are available Monday thru Friday, 7 AM to 7 PM CST (excluding holidays)
  - Any service that is provided online is also available through customer service

Contact Information

WageWorks contact information for submitting FSA claims or questions:

- Phone Number
  - 1-855-428-0446
- Fax Number
  - 1-855-291-0625
- Website: www.wageworks.com
- Mailing Address:
  - Attn: Claims Administrator P.O. Box 14326 Lexington, KY 40512

Important Dates to Remember

- **May 21 – June 4** Claims hold period. You may not submit claims during this time.
- **June 5** “Go-live” (effective) date. You may access your account and start submitting claims to WageWorks.
- **Week of June 6** QuickStart Guide emailed to you by WageWorks.
- **Week of June 14** Health Care Cards mailed to you by WageWorks.

Questions?