

Frequently Asked Questions (FAQs)

What is the deadline for submitting claims to the university?

The last day to submit claims to your Campus Benefits Office is Monday, May 20, 2013 at 5:00 p.m. Any claims received after this date will be mailed back to you for reimbursement through WageWorks.

Will I be able to submit claims during the 'hold period'?

No. You will not be able to submit claims for reimbursement during the hold period from May 21 to June 4, 2013. Please hold your claims until the transition to WageWorks is complete.

Will I be reimbursed for eligible expenses that I incur during the transition period?

Yes. Any expenses incurred during the hold period can be submitted for reimbursement through WageWorks. You can submit claims to WageWorks beginning June 5, 2013.

When will I have access to my new online account?

You will have access to your new online account through WageWorks on June 5, 2013. You will have two options for accessing your account:

1. Log into Firefly at firefly.nebraska.edu. Click on Employee Self Service, Flexible Spending Account (under benefits), and then the green "go" button. Firefly will automatically log you in to your WageWorks account and you will not need to set up a username and password.
2. Register for an online account at www.wageworks.com and click "Register with WageWorks now". You will need to enter your contact information and ID code (your ID code is the last four digits of your Social Security Number). You will also need to create a username and password.

Will I have access to my old account history?

Yes. Information about your claims paid prior to May 21, 2013 will be available on Firefly at firefly.nebraska.edu. Information about transactions that occur after the transition will be available at www.wageworks.com.

Will my benefits be changed as a result of the transition?

No. There will be no changes to your benefits as a result of the transition to WageWorks. Your existing FSA plan election amounts will remain the same and you will continue to save tax dollars with your FSA accounts.

Will my 2013 FSA payroll deductions continue to be made through the end of the plan year?

Yes. Your payroll deductions will continue through the end of 2013 without interruption. Deductions will continue to be made from your university paycheck.

Who may I contact for additional information?

Beginning June 5, please contact WageWorks Customer Service if you have any questions or concerns at 1-855-428-0446, Monday through Friday, from 7 a.m. to 7 p.m. CST.

Will my information be held confidential?

Yes. Wage Works is an employer that performs FSA outsourcing for a wide variety of organizations. They have security platforms created to keep your information confidential.