



# Important News!

## About Your Broward Health Flexible Spending Account (FSA)

We have exciting news to share with you!

Beginning May 1, 2020, your FSA benefit is transitioning to WageWorks, a leading provider of consumer-directed benefits in the United States. Broward Health has chosen WageWorks as their trusted provider for FSA benefits to offer participants an enhanced benefit solution. Transitioning your FSA benefits to the WageWorks platform will provide additional reimbursement options (which includes a [Healthcare debit card](#) and the [WageWorks EZ Receipts Mobile App](#) - an enhanced participant website with mobile access and extended customer service hours).

Here are the key dates to keep in mind as the transition to WageWorks approaches:

<b>May 1, 2020</b>	<p>Any claims received by <b>May 1, 2020</b> will be processed and reimbursements will be issued to you from your previous administrator.</p> <p>For FSA support through <b>May 1, 2020</b>, please contact:</p> <p>Total Claims Administration, Inc.  <a href="mailto:info@tcaclaims.com">info@tcaclaims.com</a>  t – 954.767.5546  f – 954.767.5528</p> <p>After this date, Broward Health will work with WageWorks to transfer existing 2020 YTD balances to your WageWorks Healthcare FSA account.</p>
<b>May 1 - May 11, 2020</b>	<p><b>During this time, <u>you will be unable to access your funds</u></b> while we transfer your account information (balances, etc.) from Broward Health to WageWorks.</p> <p>If you incur any out-of-pocket eligible expense during this time, you will need to hold onto all necessary receipts and submit these directly to WageWorks beginning <b>May 11, 2020</b>.</p>
<b>May 11, 2020</b>	<p>As of <b>May 11, 2020</b>, you will be able to submit claims to WageWorks for expenses incurred for the current 2020 Plan Year.</p> <p>You can set up your new WageWorks account online at <a href="http://www.wageworks.com">www.wageworks.com</a> or contact the WageWorks Customer Service Center at (877) 924-3967.</p>



## Important Transition Information

### **Healthcare Card**

The WageWorks Healthcare Debit Card provides participants with convenient access to their Healthcare benefits. If you have enrolled in a Healthcare Account for the 2020 plan year, a WageWorks Healthcare Debit Card will be mailed to your home address we have on file. In order to keep this program in compliance with IRS regulations, it is important to make sure the card is used only for eligible expenses. You should always keep all itemized receipts for any/all healthcare expenses. The IRS may conduct random audits of FSA accounts and can request backup documentation for the plan year in review.

- Each time you use the card, funds are drawn from the current plan year Healthcare account and payment is made to the merchant/provider through the card network.
- If you need additional cards for eligible healthcare dependents, you can order cards through your online account. There is no fee for additional cards.

### **Pay Me Back (Reimbursement Claim Forms)**

Some expenses are easier to pay for out of pocket and then submit a claim with supporting documentation to WageWorks to get reimbursed from your healthcare or dependent care account.

If you want your reimbursement to be processed as a direct deposit, you will need to provide WageWorks with your banking information on your profile page at [www.wageworks.com](http://www.wageworks.com).

### **EZ Receipts**

With the EZ Receipts® mobile application from WageWorks, you can file and manage your reimbursement claims and Card usage paperwork on the spot.

### **Pay My Provider (Direct Bill Pay)**

You may want to take advantage of the **Pay My Provider** feature if you have regular monthly expenses such as child care, orthodontia, etc. WageWorks can send these providers a check directly from your FSA account each month.

### **How to access your new WageWorks Account:**

- 1) Visit [www.wageworks.com](http://www.wageworks.com) and click on “**Log In/Register**”, then **Employee Registration**. You will need to sign in as a first time user to access your new WageWorks account.
- 2) Please enter the required registration information for accurate identification (last and first name, MM/DD birth date, home zip code and the last four digits of your social security number).
- 3) Read the User Agreement along with the Terms and Conditions, then confirm your acceptance.
- 4) Please enter and verify contact information.
- 5) For reimbursement via direct deposit, please enter your banking information in the appropriate boxes on the reimbursement page.
- 6) Select communication preferences.
- 7) Set-up a new username and password.
- 8) Confirm profile and preferences **and you’re done!**

For any questions, please do not hesitate to follow up with your regional HR Business Partner or Corporate Benefits department.