

Welcome to WageWorks!

Beginning with the start of the new plan year, your reimbursement benefit will be administered by WageWorks, a leading provider of Consumer-Directed Benefits. This communication provides an overview of upcoming activities that could affect you during this transition.

Important Transition Information

How do I access my account?

You can access your new online account with WageWorks by visiting: www.wageworks.com. Click on the *Log In/Register* button and select *Employee Registration* to create unique WageWorks credentials.

Will I receive a debit card?

If you have enrolled in a healthcare account for the new plan year, you will receive a WageWorks® Healthcare Card at the start of the new plan year.

- The card will be mailed to your home address.
- If you need additional cards for eligible healthcare dependents, you can order cards through your online account. There is no fee for additional cards.

How do I file a claim with WageWorks?

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

Where do I submit prior-year claims during runout?

All prior-year claims must be directed to WageWorks during the regular run-out period, which is for 3 months after the plan year ends. ***This cannot begin until after the “freeze period” is over, which will be around the 3rd week of the month.***

Will my direct deposit details be transferred to WageWorks?

If you opted for direct deposit for reimbursements from your Crosby Benefit Systems account, you will need to sign up for direct deposit for your WageWorks account. Please log in to your account and update your reimbursement method in your profile for the start of the new plan year. *Please allow up to two weeks for WageWorks 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 Crosby Benefit Systems?

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 to WageWorks with your first claim. We will not be able to process your claim without your letter on file. To purchase over-the-counter items, you will only need to submit a prescription from your doctor. For more information, please visit **www.wageworks.com** and select *Employees* from the top toolbar then *Important Forms* from the “Support Center” list.

Once again, welcome to WageWorks.

Sincerely,

Your WageWorks Team

Transition Timeline

Prior Plan Year Accounts	<ul style="list-style-type: none">➤ If you have a Crosby Benefit Systems debit card, it will remain active through the end of the current plan year.➤ There will be a claims ‘freeze period’ for the first three weeks of the new plan year. Then you will be able to submit claims directly to WageWorks once the three-week freeze period ends.➤ Hold onto claims that were not submitted to Crosby Benefit Systems before the end of the prior plan year.➤ If you have the Grace Period, any remaining FSA balances will be available in your WageWorks account after the freeze period ends.
New Plan Year Accounts	<ul style="list-style-type: none">➤ A Quick Start Guide will be distributed to you to provide detailed information on using your new WageWorks account.➤ You will receive a new WageWorks Healthcare Card approximately 10-15 business days after your employer processes enrollments.➤ Access your new online account with WageWorks by visiting www.wageworks.com click on the <i>Log In/Register</i> button and select <i>Employee Registration</i> to create unique WageWorks credentials.➤ Here are some additional WageWorks links for information about reimbursements plans: HealthCare FSA - https://www.wageworks.com/myfsa DependentCare FSA - https://www.wageworks.com/mydcfsa HRA - https://www.wageworks.com/myhra➤ Submit your new claims to WageWorks using any of the following methods:

	<p>Online Claims or Pay My Provider https://participant.wageworks.com/Home.aspx?ReturnUrl=%2f</p> <p>EZ Receipts Mobile App http://wageworks4me.com/aboutmobile/</p> <p>Fax or Mail (Paper Claim Form) https://www.wageworks.com/employees/support-center/important-forms.aspx</p>
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