

FAQ

1. Who is the Flexible Spending Account administrator for our group?

Health Equity WageWorks is a leading on-demand provider of Consumer-Directed Benefits in the United States.

www.wageworks.com

877-WageWorks (877-924-3967)

24/7 excluding some holidays

Chat service is available 24/7 by logging into your WageWorks account.

2. Will I be able to access my account online?

Yes. You can register online to access your account to view balances, transaction history, receipt requests, file claims and much more on www.wageworks.com. Simply go to

www.wageworks.com and click on the **Employee Registration** link under the **Employee Log In/Register** section (upper righthand corner). Provide your first and last name, DOB, home zip code and the last four digits of your SSN. Once you have been identified as an active employee, you will be able to create a username and password.

3. Is there an app available to download on my iPhone or Android?

Yes. The WageWorks EZ Receipts mobile app puts the savings power of your WageWorks benefits at your fingertips. Check your balances, submit claims, snap and save photos of receipts—all on the go. You can download the app on the App store or Google Play.

4. Will I receive a new FSA debit card?

Yes. For participants enrolled in **HealthCare FSA**, Health Equity Wage Works will issue one debit card.

Please note that if you are enrolled in **Dependent Care FSA**, participants **do not** receive debit cards.

5. When will I receive my new FSA debit card?

You should receive your cards a few days prior to the plan start date.

6. Can I have additional cards for my dependents? Yes, you can obtain additional debit cards for your dependents by contacting Health Equity WageWorks via phone at 877-924-3967 or by logging onto your online account at www.wageworks.com .

7. How much do additional/replacement cards cost?

There is **no charge** for additional or replacement cards.

8. Can a card be mailed to my dependent if he/she lives at a different address?

Unfortunately, no. The card will be mailed to the address on file for the employee. You will be responsible for forwarding the card to your dependent.

9. How many debit cards may I have on my FSA account?

There is no limit to the number of cards you may have for your account.

10. Will my dependent card have his/her name or the primary insured's name?

The card will have the dependent's name and will be linked to the account holder's annual election and available balance.

11. When is the last day to file a claim for the current plan year?

All current plan year transactions must be completed by June 30th in order to not lose funds. You have 60 days after June 30th to file your reimbursement for transactions done prior to June 30th. Any funds not used will be lost and will not rollover to the next plan year.

12. Why did I receive a receipt request notification for substantiation?

Receipts are requested when a debit card transaction cannot be auto substantiated per IRS regulations.

13. I have a question on a Claim/Debit Card Transaction/Receipt Request/Etc. Who should I call?

Please contact Health Equity WageWorks at 877-924-3967.