

# A Change Is On The Way!

## IMPORTANT NEWS FOR FSA PARTICIPANTS: A Change Is On The Way!

Effective January 1, 2021, Baker Tilly Vantagen, through their myFlexDollars platform, will assume responsibility for administering our Flexible Spending Accounts (FSA).

During this period of transition, you will need to be aware of certain dates to ensure that your claims are being processed and reimbursed properly. The FSA administrator that will reimburse your expense or that you will submit your claim to is dependent upon when you file your claims.



### Accessing Your New Account

Once you receive your FlexSteps welcome mailer in the mail, you may access myFlexDollars using the following login credentials:

**Website:** [www.myFlexDollars.com](http://www.myFlexDollars.com)

**Username:** First Initial + Last Name + last 4 of SSN

**Password:** dollars

After logging in for the first time, you can change both your username and password.

To best utilize the system and receive your reimbursements in a timely fashion, you should sign up for direct deposit and register your email address as soon as you have access to your information.

Please note that there will be a Blackout Period from January 1, through January 7, 2021 during which you cannot access your 2020 funds. Please plan any purchases during this time accordingly.

### What Happens Now?

#### 2020 Plan Year: January 1 - December 31

Expenses with a 2020 date of service will be processed by Ameriflex through December 31, 2020. File your claims with Ameriflex by submitting it online at [www.myAmeriflex.com](http://www.myAmeriflex.com), or emailing the expense to [claims@myAmeriflex.com](mailto:claims@myAmeriflex.com). Phone support is available at 1-888-868-3539.

After December 31, 2020 all remaining 2020 claims should be submitted to Baker Tilly Vantagen for processing through March 31, 2021. Medical and Dependent care account balances for 2020 will be forfeited if claims are not submitted by March 31, 2021. Parking and Transit account balances rollover year to year.

### What's Going To Change?

#### 2021 Plan Year

Beginning on January 1, 2021, your Ameriflex benefits card will no longer work. By this date, you will have received a new benefits card for 2021. All expenses will be processed through the myFlexDollars platform.

Any remaining balance that you may have left from the 2020 plan year will be available on your myFlexDollars account by January 15, 2021.

### Filing Expenses And Accessing Your Funds

#### Reimbursement For 2021 Expenses

*Our technology makes submitting an expense easy.*

- 1 Expenses that have been processed through your new benefits card will automatically be filed with myFlexDollars. Be sure to keep your receipts anyway.
- 2 If you pay for an eligible service or product out of pocket, you can submit an itemized receipt/bill online at [myFlexDollars.com](http://myFlexDollars.com), or via the myFlexDollars app;
- 3 You may submit an expense via fax to the Employee Benefits Center at: **1-866-406-0946**. Phone Support is available at **1-800-307-0230**.

Please note that you can only access your transit funds using the pre-paid benefits card. You cannot submit transit claims for reimbursement for expenses you paid out-of-pocket.

**Benefits Card Shut-off:** Your current Ameriflex pre-paid benefits card will be shut off at 11:59 PM on December 31, 2020. You will need to discard this benefits card on January 1, 2021. It will no longer work on or after this date.



# Make The Most Of Your Money

Below are some of the most commonly asked questions that we receive. If you have questions that are not covered in the information below, feel free to contact the Employee Benefits Center at 1-800-307-0230 or visit us at [myFlexDollars.com](https://myFlexDollars.com).

## How Will I Receive Reimbursement?

If you pay out-of-pocket for an expense and file for reimbursement of your expense, you will receive payment in one of two ways:

- 1 Via check mailed to your home
- 2 Via direct deposit

## What Happens If I'm Already Signed Up For Direct Deposit?

If you are currently signed up to receive your reimbursements by direct deposit and want to continue this service with Baker Tilly Vantagen, you must enter your banking information through [myFlexDollars.com](https://myFlexDollars.com). After logging into the website, click on the Profile tab and select Banking.

## Can I have my reimbursement issued directly to my provider?

Yes. When filing your expense online at [myFlexDollars.com](https://myFlexDollars.com), you have the option of either making the payment to yourself or a provider. If you wish to pay a provider, you will be required to supply common information about the provider (name and address).

## Prepaid Benefits Card

Be on the lookout for your benefits card during the month of December. Your card(s) will arrive in an envelope similar to the one shown on the right.

You will receive two cards; one is a copy. Keep the second copy in a safe place. If you do not receive your card(s) by December 31, 2020, please contact Baker Tilly Vantagen at 1-800-307-0230.

## What Online/Mobile Tools Are Available To Help Me Manage My Account?

You can use [myFlexDollars.com](https://myFlexDollars.com) to:

- Check your account balance
- View the status of recently submitted expenses
- Submit expenses for reimbursement
- Upload receipts/supporting documentation
- Sign up for direct deposit
- Access plan information

You can use the [myFlexDollars](https://myFlexDollars.com) mobile app on your Apple products or Android®- powered devices to:

- Check your account balance
- Submit expenses
- Upload receipts
- Receive alerts via text message



**Save Your Receipts!** This is important because receipts are required when submitting expenses through [myFlexDollars](https://myFlexDollars.com).

