



IMPORTANT NEWS FOR CURRENT EMPLOYEE REIMBURSEMENT ACCOUNTS (ERA) PROGRAM PARTICIPANTS

Dear ERA Participant,

Effective July 1, 2012, on-line services for the Wisconsin Employee Reimbursement Accounts (ERA) Program offered through the Department of Employee Trust Funds will be moving to a new system supported by WageWorks, Inc. ("WageWorks"). **The following is important information regarding your account during this transition.**

- **HOLD PERIOD — Claims will not be processed between July 1 and July 15, 2012 while your ERA account information is being transitioned to the WageWorks system. This hold period is needed in order to transfer your account balance, and other information such as direct deposit records, pending claims, current letters of medical necessity, and e-mail addresses (if known) to your WageWorks account.**
- **Do not submit claims** between July 1 and July 15, 2012 while the account transition is taking place.
- If the Fringe Benefits Management Company, a Division of WageWorks **Tallahassee office receives a claim after June 30, it will be held and processed after July 15.** No acknowledgement will be sent for claims received during the hold period. **Online claims submission through www.myFBMC.com will not be accepted after June 30, 2012.**
- Your medical expense and dependent care account balances will be available on the new WageWorks system on July 16, 2012. If a claim was received during the hold period, or if you have a pending claim, the claim will be processed on July 16, 2012.
- **As part of the transition to the WageWorks system, your current *myFBMC*[®] *Visa*[®] Card will be deactivated on June 30, 2012 and cannot be used during the hold period.** It will be replaced with a new *WageWorks Health Care Card*. Watch for the new card in the mail in early July. It will be effective after the hold period on July 16, 2012.
- **Information about your 2011 and 2012 claims paid through July 5, 2012 will remain available at www.myFBMC.com until December 31, 2012. You will receive a Quick Start Guide containing information on how to access your WageWorks account information and transactions after June 30, 2012.**
- If you have a direct deposit reimbursement authorization on file with Fringe Benefits Management Company, a Division of WageWorks for your 2012 ERA, this information **will transfer** to the WageWorks system. Following the transfer of your direct deposit



information, WageWorks will complete a pre-note process to ensure the account is active. If you file a claim before the pre-note process is completed, you may receive a paper check for your reimbursement. Once the account has been confirmed, all future reimbursements will be directly deposited into your account.

USING THE WAGeworks SITE TO MANAGE YOUR ERA ACCOUNT:

- **Register for an online account at the new website starting July 1, 2012** – The WageWorks web site offers many enhanced features. We encourage you to register and provide a current email address. This will ensure you have 24/7 access to up-to-date account and claims status information, set-up direct deposit reimbursements and access to account activity statements. Go to www.wageworks.com and click the **“Register with WageWorks now!”** link after July 1.

In addition to providing you with up-to-date transaction and account history, the new WageWorks website has added features for your convenience.

- Enhanced on-line claims submission allows you to fill out an on-line claim form, upload electronic copies of receipts, and submit your claim.
- Use the “Pay My Provider” option to pay many eligible health care and dependent care expenses directly from your ERA. (Documentation is required.)
- Update your account preferences and personal information on-line.
- Manage your account while on the go via the WageWorks mobile website. Use your smart phone to view your past claim submissions and account information. Download the EZ Receipts™ mobile application to file claims and take care of your account paperwork from anywhere. Go to www.wageworks.com/aboutmobile to learn more.
- The WageWorks Health Care Card offers a great deal of convenience when paying for your eligible health care expenses. There is no cost for using the card – no matter how often you use it! **Remember, your myFBMC® Card will be deactivated after June 30, 2012. You will receive a WageWorks Health Care Card in early July that will replace your myFBMC® Card.** You may request additional cards for your spouse and dependents at no extra cost by contacting Customer Service. Activate your *WageWorks Health Care Card* by calling the telephone number on the card starting on July 1. It will be available for use on July 16 after your account information has been loaded onto the new WageWorks system.
- If you have any questions about your account during the transition period, please call Customer Care toll-free at 1-800-342-8017.