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**Correspondence Memorandum**

**Date:** July 3, 2019  
**To:** Group Insurance Board  
**From:** Xiong Vang, HSA & ERA Accounts Program Manager  
 Office of Strategic Health Policy  
**Subject:** ConnectYourCare Implementation Plan Update

**This memo is for informational purposes only. No Board action is required.**

**Implementation Updates**

ETF and ConnectYourCare (CYC) have worked together to successfully develop a thorough implementation plan. The plan design for the Health Savings Account (HSA), Health Care Flexible Spending Account (FSA), Limited Purpose FSA, Dependent Day Care FSA, Parking Account and Transit Account have been finalized and have now moved into the execution phase.

Currently, CYC is working with each of the payroll centers individually to implement and perform a two-phase testing of the file interface. This process is expected to be complete by the end of August in preparation for the It's Your Choice (IYC) open enrollment period.

Phase One – Testing of Format

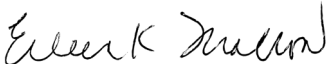
This testing includes file format verification along with the initial load into CYC's Model Office (MO) test environment. The load into MO confirms the file format is accurate and standard fields are populated correctly.

Phase Two – Testing of Changes and Maintenance Scenarios

Phase Two uses test cases to ensure the payroll centers can provide data in a manner that meets CYC's requirements. These test cases will simulate changes to records that commonly occur.

**Carryover and Balances of Transfer**

The process to carryover balances on Health Care FSAs, Limited Purpose FSAs, Transit Accounts and Parking Accounts have been finalized. There is no action required from the participants for their carryover balances to rollover from Total Administrative

Reviewed and approved by Eileen K Mallow, Director, Office of Strategic Health Policy  
 Electronically Signed 8/5/19

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| GIB   | 8.21.19  | 8B     |

Services Corporation, Inc. (TASC) to CYC. No carryover funds are permitted for the Dependent Day Care Account and any unused funds at the close of the plan year are forfeited.

The goal is to have any remaining carryover balances transfer after the runout period (March 31, 2020). The Department of Employee Trust Funds (ETF) is expecting to receive the final balance report on April 15, 2020, once TASC's carryover balance auditing is complete. TASC and CYC will work collaboratively to transfer the carryover balances by May 1, 2020. Members will be advised to consider spending down their 2019 amounts and of the carryover timeline through communication.

### **Transfer of Assets - Health Savings Account (HSA)**

HSAs are individually-owned accounts and action is required to transfer a participant's HSA balance from TASC to CYC. CYC will open an E-Consent Portal at the beginning of open enrollment. Participants will have from September 30, 2019 through the end of December 31, 2019 to request a transfer. Participants may also choose not to take action and leave their HSA balance with TASC. However, they will be required to open a new HSA with CYC for future employer and payroll contributions.

ETF expects the majority of HSA account-holders to transfer their balances to CYC. The balance transfers are anticipated to transfer in early February 2020. Any individual who decides not to take action during the open period and wishes to transfer their HSA later will work with TASC.

### **Communication Updates**

The following are key deliverable dates for communication to be sent to participants:

- August 12, 2019 – TASC to send a transition communication
- August 19, 2019 – ETF announces CYC as the new administrator
- August 26, 2019 – CYC sends an announcement communication letter
- September 23, 2019 – CYC sends reminders for 2020 open enrollment

TASC's transition communication will include information on upcoming program changes and any action participants may need to take. This will prepare participants for CYC's communications.

ETF and CYC will meet with each of the payroll centers in early August to prepare for open enrollment, including educational training and timeline deliverables. ETF will continue to assist payroll centers through post-enrollment.

Thus far, the implementation project plan is on track with all deliverables. More information will be shared with employers, stakeholders and participants through the end of the plan year.

**Program Changes Updates**

During the Group Insurance Board (Board) meeting on May 15, the Board was informed of pending changes to coverage end dates for mid-year terminations (Ref. [GIB | 5.15.19 | 11A](#)). ETF met with state payroll centers to see if the changes could be implemented for the 2020 plan year. Some payroll centers expressed concern due to changes that would need to be made in their payroll systems. Therefore, ETF no longer recommends changing the coverage end dates for Employee Reimbursement Accounts (ERA) and Commuter Fringe Benefit Accounts (Parking and Transit).

Staff will be at the Board meeting to answer any questions.