

# The Transition from Combined Services to ASIFlex for 2015 FSA and HRA Benefits Administration

- **Monday, December 15th**

The Combined Services debit card blackout period begins. Your white Combined Services Visa debit card will be turned off at the end of the day (11:59 pm). You will no longer be able to swipe your debit card to access your FSA or HRA accounts.

After December 15, 2014, you will be required to pay up front for eligible expenses that you incur and then file a manual claim, in paper or through the Combined Services mobile app, for reimbursement. **(NOTE: Where you mail your claim is time-sensitive. See Friday, December 19<sup>th</sup>.)**

If you enrolled in a medical or dependent care FSA for 2015, start watching your mail for a Welcome Packet from ASIFlex. The packet contains a letter confirming your 2015 FSA elections and also provides a PIN# which is required if you wish to register for an online ASIFlex account. This packet **WILL NOT** include your debit cards which will be sent the week of December 26, 2014. (See 'Welcome Packets and Debit Cards' below for more information.)

**Reminder:** If you use your FSA debit card for Express Scripts mail order your card will no longer work after December 15, 2014, you will need to use an alternate payment method until your ASIFlex debit card arrives. (See 'Debit Card Auto-Payment' below for more information.) Below are the manual claims forms you will need to make your final paper claims submissions to Combined Services:

Combined Services Medical and Dependent Child Care Flexible Spending Paper Claim Form:  
[http://www.combinedservices.com/docs/csllc\\_fsa\\_claim\\_form.pdf](http://www.combinedservices.com/docs/csllc_fsa_claim_form.pdf)

Combined Services Health Reimbursement/Health Rewards Paper Claim Form  
[http://www.combinedservices.com/docs/csllc\\_hra\\_claim\\_form.pdf](http://www.combinedservices.com/docs/csllc_hra_claim_form.pdf)

- **Friday, December 19th**

This is the last day that Combined Services will accept manually submitted claims and/or proof of outstanding expenses (receipts) in paper or their mobile app. Claims must be received by Combined Services by the end of the day on December 19<sup>th</sup>.

Any receipts or claims that are received by Combined Services after the end of the day on December 19<sup>th</sup>, 2014 will be returned to you along with a notice telling you that Combined Services is no longer the State's FSA/HRA Benefits Administrator. These expenses, as well as any new expenses, can continue to be incurred and manual claims (paper only) should be submitted to the new vendor, ASIFlex (see contact information below). [Click here](#) to access ASIFlex claim forms.

- **Wednesday, December 24<sup>th</sup>**

The last payment from Combined Services will be processed and paid. If you submitted any claims to Combined Services prior to the December 19<sup>th</sup> deadline, your final reimbursements will be sent to you via your established method (check or direct deposit).

- **Friday, December 26th**

ASIFlex debit cards will start to arrive this week. The cards will be in a white, unmarked envelope and phone activation will be required. *Note: These cards will look very similar to the Combined Services debit cards, but will have the ASIFlex logo on them.* You will receive two new white Visa debit cards with the primary subscriber's name on both of them.

***Reminder: If you use your FSA debit card for Express Scripts mail order prescriptions, you will need to provide Express Scripts with your new debit card information once your new card arrives!!***

- **Wednesday, December 31st**

Debit card blackout period ends!! Your ASIFlex Debit Card can now be used to access your 2014 account balances. Account information is available online at [www.ASIFlex.com](http://www.ASIFlex.com). If you had any balances left from your 2014 Medical FSA or HRA Health Reward dollars, your ASIFlex debit cards will be loaded with those amounts.

- **Thursday, January 1<sup>st</sup>**

Happy New Year! ASIFlex debit cards will be loaded with any 2015 Medical FSA balances elected during open enrollment. You may now use your new debit cards and access your 2014 and 2015 account balance information online at [www.ASIFlex.com](http://www.ASIFlex.com).