

## IMPORTANT INFORMATION ABOUT ASIFLEX

ASIFlex is a third party administrator of employee benefit programs and has approximately 400 clients around the United States, primarily in the public sector. They are located in Columbia, Missouri which is in the Central (CT) time zone. CT is one-hour behind Eastern Standard Time (EST). You will see CT referenced on [www.asiflex.com](http://www.asiflex.com).

The following information will provide you with some additional information about how the State will transition to ASIFlex as its Flexible Spending administrator.

### DEPENDENT CARE SPENDING ACCOUNTS:

- If you currently participate in Dependent Child Care Flexible Spending and have services with a provider who accepts your Flexible Spending Debit card, after December 19, 2014, you will no longer be able to continue to use your Flexible Spending Debit card to pay for this expense. As of this date and going forward, you will be required to pay up front and submit manual claims for reimbursement.
- Since ASIFlex debit cards cannot be used for Dependent Care expenses you should provide ASIFlex with your direct deposit information as soon as possible to avoid any delays in reimbursement. You will receive paper checks until your direct deposit information has been received and processed. You can also obtain a direct deposit authorization form at [www.ASIFlex.com](http://www.ASIFlex.com) under the "Forms" tab. Just complete the form and fax or mail to ASIFlex.
- If you have already submitted receipts for dependent or childcare expenses to Combined Services for 2014 and are waiting to receive reimbursement, ASIFlex will process the final 2014 reimbursement(s) for any pending claims with Combined Services and any new claims that were submitted to ASIFlex after December 19th, 2014.

### CUSTOMER SERVICE SUPPORT:

- After December 19th, 2014, Combined Services Customer Service Representatives will do their best to assist you with your questions about your FSA, HRA/HRW accounts. However, if they are unable to assist you, you should call ASIFlex directly. You may also contact your agency HR/Benefits Representative for assistance. If you do not know who your agency Benefits Representative is, a list is available on the Human Resources main webpage under the Human Resources Contact Information link in the center of the page or at: <http://www.admin.state.nh.us/hr/contacts5.html>.
- Effective December 20th, 2014, ASIFlex Customer Service will be available to assist you with any questions that you may have about eligible expenses. You may also use their website to access several resources available to you 24x7. Go to [http://www.asiflex.com/eligible\\_expenses.html](http://www.asiflex.com/eligible_expenses.html) for a listing of eligible expenses.

### 2014 ASIFLEX HOLIDAY HOURS:

ASIFlex will be open but will have limited phone availability on the following days:

- Wednesday, December 17<sup>th</sup> from 8am – 12:30pm & 2:30pm – 8pm
- Wednesday, December 24<sup>th</sup> – 8am – 1pm
- Friday, December 26<sup>th</sup> – 8am – 6pm
- Wednesday, December 31<sup>st</sup> – 8am – 6pm

ASIFlex Customer Service will be closed for business on Thursday, December 25, 2014 and Thursday, January 1, 2015.

## WELCOME PACKET and DEBIT CARDS

- **FSA Participants:** If you enrolled in a Medical or Dependent Care Flexible Spending Account for 2015, you will receive a Welcome Packet around the holidays confirming your enrollment information. Your debit cards will arrive in a separate, unmarked white envelope. **Be careful not to discard the envelope during this busy mail season.** (See 'Dependent Care Spending Accounts' section above.)
- **Health Rewards Participants:** If you did not participate in the FSA, but have a remaining 2014 Health Rewards balance in your HRA at the end of 2014, you will receive a Welcome Letter from ASIFlex. Please know that your HRA account information will not be available until December 31, 2014. The letter provides your PIN which will allow you to register for your personal online ASIFlex account and file claims after December 31<sup>st</sup>. Your debit cards will arrive in a separate, unmarked white envelope. **Be careful not to discard the envelope during this busy mail season.**
- **ASIFlex PIN# for Online Account Registration:** Included in the Welcome Packet is your PIN# that must be used to register online and set up a username and password. This is a one-time only use PIN# to register for your personal online ASIFlex account. If you lose your PIN#, you must call ASIFlex Customer Service at (800) 659-3035. Once registered, you will be able to view account information as well as file claims online. (See date below for access to your account balance online.)
- **Activating Your Debit Card:** Your new debit card will require phone activation. Please follow the directions included with your debit card. During activation you will have the option to set up a unique personal identification number (PIN) to use your debit card without requiring a signature. This is a PIN that only you will know. If you lose or forget your PIN, you can still use the credit card option. However, if you want to continue to use it as a debit card (with a PIN), you will need to call the credit card's phone number on the back of your debit card. Note: If you choose not to set up a PIN, a signature will be required for all purchases. Your card will be accepted at all locations that accept Visa.

### ACCESSING YOUR 2014 AND/OR 2015 BALANCES ONLINE:

- If applicable, your 2014 remaining account balances as well as your elected 2015 FSA balances will be available for viewing online on December 31, 2014. This is a great time for you to download the ASIFlex mobile application to your Smartphone.

### EXPRESS SCRIPTS MAIL ORDER AND/OR RECURRING PAYMENTS:

- If you used your FSA debit card in 2014 to pay for your mail order prescriptions at [www.Express-Scripts.com](http://www.Express-Scripts.com) you will need to update your debit card information once you receive your ASIFlex card. You can do this by calling Express Scripts at **1-866-544-1798** Or you can go online at [www.Express-Scripts.com](http://www.Express-Scripts.com) and update your payment information.
- If you used your FSA debit card in 2014 for recurring payments for eligible expenses like orthodontia the card will no longer work after December 15, 2014. You have the choice to pay upfront using a different form of payment for those expenses and then submit a manual claim or delay paying the invoice until your ASIFlex debit card is activated. All debit card balances will be available as of January 1, 2015. Contact your provider or Express Scripts to discuss your payment options. To re-establish recurring payments with ASIFlex, contact their customer service department.