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Client & Participant Experience

Flexible Spending Accounts (FSAs)

Coding Chart

Loss	No Change	Gain
Loss of functionality and/or process	No change or neutral change that does not cause negative or positive impact	Gain in functionality and/or process

Client Experience

Loss | No Change | Gain

Function		Manage My Spending Account	Enhanced Client Portal
Online access to account information		Yes	Yes
Ability to view/maintain client contact information via web portal		Yes	Yes
Ability to add new member via online web portal or Excel spreadsheet		Yes	Yes
Ability to edit and update existing members data via online web portal		Yes	Yes
Ability to view member records/activity		Yes. Limited view to ensure member PHI	Yes. Limited view to ensure member PHI
Ability to view card status		No	Yes

Client Experience (cont.)

Loss | No Change | Gain

Function		Manage My Spending Account	Enhanced Client Portal
Ability to send Inbound Eligibility & Enrollments	No Change	Yes	Yes ***Note: Client must update file each year with new plan codes***
Ability to send Inbound Contribution Files	No Change	Yes	Yes
Manual updates for one off contribution	Loss	Yes. Client or Service Delivery can make the update.	Yes. Client is responsible for making update through the portal.
Auto-Contributions	Gain	No	Yes
Ability to produce reports from the web portal	Gain	Yes	Yes. Report can be run on-demand.

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Client Experience (cont.)

Loss | No Change | Gain

Function		Manage My Spending Account	Enhanced Client Portal
Self-service Features	Gain	• Manage contacts within the client • Ability to add, edit, or modify member data and/or funds • Ability to see plan level details • Ability to review reports • Ability to order cards for members • Ability to add/edit copay information • Review funds requests • Access AE flyers and related info	• Super users can manage client contacts • Ability to add, edit or modify member data and/or funds • Ability to see and modify plan level details • Ability to run on-demand reporting from a full suite of reports. Clients can also schedule reporting to be run based on their needs • Ability to review card information such as issued/activated dates and modify card suspension rules per member • Add/edit copay info • Review all invoices for funding or administrative fees • Access AE flyers and related info • Search file data • Access file error information

Client Experience (cont.)

Loss
No Change
Gain

Function		Manage My Spending Account	Enhanced Client Portal
Account Prefund		• Prefund is required for all clients, except those with Daily ACH • For clients with prefund, remaining funds roll from year to year	• Prefund is required for all client, except those with Daily ACH • Value is calculated and funded separately each Plan Year
On-Going Funding (Daily)		Daily funds request sent for the prior day's spend based off settled card transactions.	Daily funding invoices sent for the prior day's spend based off (or based on) swiped card transactions. (Note: multiple invoices will be received on Mondays and the day after a holiday to account for activities from the weekend and/or holiday.)
On-Going Funding (Weekly)		Weekly funding invoices sent for the prior week's spend	Weekly funding invoices sent on Monday for the prior week's spend
Funding Remittance Methods		• Daily ACH Debit • Weekly ACH Debit • Weekly ACH Credit/Wire	• Daily ACH Debit • Weekly ACH Debit • Weekly ACH Credit/Wire
Invoicing (Service Fees)		Sent monthly on the 23rd	Sent monthly on the 23rd

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Member Experience

Loss | No Change | Gain

Function		My Spending Account	Enhanced Member Portal
Online access to account information	No Change	Yes	Yes
Ability to view correspondence through the member portal	Gain	Yes. Limited	Yes, members can view claims images and supporting documentation, as well as claims correspondence
Access to a Mobile App	Gain	Yes	Yes. Enhanced functionality includes submit a claim, take a picture of receipt, store receipts in receipt vault.
Ability to perform enrollment online	No Change	Yes. Annual Enrollment only.	Yes. Annual Enrollment only.
Real-time card balance on member portal	Gain	No	Yes
Stacked Debit Cards	Loss	Yes. One card for all products.	No. Separate cards for FSA, Commuter and HSA.
Cards for Dependents	No Change	Primary member can go online or call to get cards for dependents in dependent's name. No fees to member.	Primary member can go online or call to get cards for dependents in dependent's name. No fees member.

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Member Experience (cont.)

Loss
No Change
Gain

Function		My Spending Account	Enhanced Member Portal
Dependent Care on a Card		No	No
Card Substantiation		HealthEquity sends Card User Verification request via email/mail	HealthEquity sends Card User Verification request via email/mail
Card Suspension		Card are suspended (On hold due to COVID)	Card remains active regardless of transaction status
Eligible Expenses		Standard Expenses (according to current IRS regulations)	Standard Expenses (according to current IRS regulations)
Claims submission methods		Mail, Fax, Online and Mobile app	Mail, Fax, Online and Mobile app
Claims Processing		Claims are processed daily	Claims are processed daily
Claim Overpayment		• Apply approved Pay Me Back claims to unverified amount to repay the account • Member submitted Personal Check	• Apply approved Pay Me Back claims to unverified amount to repay the account • Member submitted Personal Check

Member Experience (cont.)

Loss | No Change | Gain

Function		My Spending Account	Enhanced Member Portal
2.5 Month Claims	Loss	Claims do not need to be submitted in order	Prior year claims need to be submitted and paid out first
Carryover	Gain	Carryover processed two (2) weeks after plan year end. If claims are submitted for prior year, funds are moved back to allow for payment.	Fund are available for the new plan year on day one, but members need to use their current year funds first
Payment Features	Gain	• Spending Account Card by WageWorks Debit Card • Pay Me Back - Claims reimbursement to account holder for past expenses submitted via fax, mail or online via the employee site (verification required)	• HealthEquity® Visa® Health Account Card[1] • Pay My Provider - Direct payment from account to provider (payments are fulfilled no earlier than the Service End Date for Dependent Care and no earlier than 10 days prior to the Service Start date for Healthcare) • Pay Me Back - Claims reimbursement to account holder for past expenses submitted via fax, mail or online via the employee site (verification required)

1. This card is issued by The Bancorp Bank; member FDIC pursuant to a license from Visa U.S.A. Inc. Your card can be used everywhere Visa debit cards are accepted for qualified expenses. This card cannot be used at ATMs and you cannot get cash back, and cannot be used at gas stations, restaurants, or other establishments not health related. See Cardholder Agreement for complete usage restrictions.

Member Experience (cont.)

Loss | No Change | Gain

Function		My Spending Account	Enhanced Member Portal
Pay Me Back Payment Options		ACH or Check	ACH or Check
ACH enrollment		Yes. Online only or client file.	Yes. Online only or client file.
Member statements		Quarterly statements sent via email	Quarterly statements sent via email
Balance Reminder Notification		Yes. At the end of the plan year.	Yes. At the end of the plan year.
Customer Support Methods		Telephone – Monday through Friday, 8am to 8pm ET	Telephone and Live Chat – 24/7

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