

# Commuter Account Model (COM) Transition Checklist

**Use this checklist for a smooth transition experience.** It outlines the key transition activities you'll need to complete for the ongoing program management of your Benefits Plans by HealthEquity. Complete the tasks by the designated due dates to ensure there's no delay in your service.

	Key Transition Activity	Due Date
<input type="checkbox"/>	<p>Review our complete <b>Commuter Order Model (COM) Transition Guide</b> as well as <b>Key Milestones</b>.</p> <ul style="list-style-type: none"> <li>Client transition materials for your transition date are available for your migration wave on the <a href="#">Transition page</a> of our client microsite.</li> </ul>	ASAP
<input type="checkbox"/>	<p>Schedule and attend a <b>Transition Welcome and Kickoff Call</b> with your assigned HealthEquity Implementation Manager.</p> <p>Your HealthEquity Implementation Manager will send out an email to any established primary contacts to get this meeting scheduled.</p>	ASAP
<input type="checkbox"/>	<p>Add <b>@HealthEquity.com</b> to your listing of safe senders to ensure you'll receive our communications during and after this transition is completed.</p> <p>If your company whitelists at the IP level, see a listing of our IP addresses in the <b>Commuter Order Model (COM) Transition Guide</b> on the <a href="#">Transition page</a> of our client microsite.</p>	ASAP
<input type="checkbox"/>	<p>Provide the <b>initial notice</b> to your current members to notify them of the upcoming transition.</p> <ul style="list-style-type: none"> <li>All member communications for your transition date are available for your migration wave on the <a href="#">Transition page</a> of our client microsite.</li> <li>Additional member support material, such as a <a href="#">QuickStart Guide – Commuter (COM Model)</a>, is available on the <a href="#">Support page</a> of our client microsite.</li> </ul>	75-days before Go Live date
<input type="checkbox"/>	<p>Review and electronically sign your <b>Funding Profile</b>.</p> <ul style="list-style-type: none"> <li>The <b>Funding Profile</b> outlines the terms and payment method for all purchases, payments, and reimbursements.</li> </ul>	60-days before Go Live date

<input type="checkbox"/>	<p>Establish your <b>new funding needs</b> if a new funding arrangement is required.</p> <ul style="list-style-type: none"> <li>▪ Provide your bank account information in your <b>Funding Profile</b> if HealthEquity will be performing ACH debits on your account for your new funding arrangement.</li> <li>▪ Ensure you update or establish the needed bank filters for your bank.             <ul style="list-style-type: none"> <li>○ WageWorks Bank Identification Numbers: 1943351864 AND N943351864</li> </ul> </li> <li>▪ Provide the bank remittance instructions to your Accounts Payable Department.             <ul style="list-style-type: none"> <li>○ MUFG UNION BANK; ABA 122000496; and Bank account 3120006834.</li> </ul> </li> </ul> <p>For more information on our funding arrangements or funding changes, please see your <a href="#">Funding Options</a> available on the <a href="#">Support page</a> of our client microsite.</p>	<p>60-days before Go Live date</p>
<input type="checkbox"/>	<p>Member will need to <b>establish new elections</b> for the first benefit month on the new commuter benefit platform.</p> <ul style="list-style-type: none"> <li>▪ Members must register online at <a href="http://www.healthequity.com/wageworks">www.healthequity.com/wageworks</a> to establish their new elections for Transit and/or Parking.             <ul style="list-style-type: none"> <li>- <a href="#">New member registration process</a></li> <li>- <a href="#">Ongoing member login page</a></li> </ul> </li> <li>▪ Standard ordering period is from the 11<sup>th</sup> of the month through the 10<sup>th</sup> of the following month prior to the first benefit month.</li> </ul>	<p>~50-days before Go Live date</p>
<input type="checkbox"/>	<p><b>Pay the initial funding</b> with HealthEquity for your members' potential initial commuter orders.</p> <ul style="list-style-type: none"> <li>▪ HealthEquity will provide an invoice for the initial funding amount and the date that you will need to pay this amount or when the amount will be pulled from your account.</li> </ul>	<p>45-days before Go Live date</p>
<input type="checkbox"/>	<p>Review and electronically sign your <b>Order Form</b>.</p> <ul style="list-style-type: none"> <li>▪ The <b>Order Form</b> outlines the terms and conditions associated with the new platform and includes the monthly administrative fees.</li> </ul>	<p>30-days before Go Live date</p>

<input type="checkbox"/>	<p>Provide the <b>reminder notice</b> to your current members to notify them of the upcoming transition.</p> <ul style="list-style-type: none"> <li>All member communications for your transition date are available for your migration wave on the <a href="#">Transition page</a> of our client microsite.</li> </ul>	<p>30-days before Go Live date</p>
<input type="checkbox"/>	<p>Access your <b>Commuter Payroll Report</b> through our <a href="#">Employer Portal</a>.</p> <ul style="list-style-type: none"> <li>Your payroll deduction report or file will be available after the end of each election period, approximately between the 12<sup>th</sup> and the 15<sup>th</sup> of each month for the upcoming benefit month.</li> </ul>	<p>15-days before Go Live date</p>
<input type="checkbox"/>	<p>Provide the <b>go live notice</b> to your current members to notify them of the upcoming transition.</p> <ul style="list-style-type: none"> <li>All member communications for your transition date are available for your migration wave on the <a href="#">Transition page</a> of our client microsite.</li> </ul>	<p>Go Live date</p>
<input type="checkbox"/>	<p>Pay your <b>first monthly administrative invoice</b> on our new platform as outlined in your Order Form.</p> <ul style="list-style-type: none"> <li>Invoices for monthly administrative fees are sent out on the 23<sup>rd</sup> of the month for the number of participants as of the 20<sup>th</sup> of the month.</li> <li>Fees are due 30 days from the invoice date.</li> </ul> <p>For additional information on invoice remittance instructions, see the <b>Commuter Order Model (COM) Transition Guide</b> on the <a href="#">Transition page</a> of our client microsite.</p>	<p>Invoice sent on 23<sup>rd</sup> of the month following Go Live</p> <p>Fees due 30 days following (as denoted on the invoice)</p>