

Platform Transition

Member Experience

Coding Chart



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

Member Experience

Function		Old Platform	New Platform
Online access to account information	Yellow	Yes Note: If you have multiple accounts, you can login to one account – will default to first account created. Unique dependents – need to sign in separately	Yes Note: If you have multiple accounts, it will require multiple user profiles. Unique dependents – need to sign in separately
Ability to update demographic data via web portal	Green	No	Yes (only telephone & email address)
Ability to perform enrollment online	Green	Yes (Initial only)	Yes (Initial & Open Enrollment (OE))
Ability to view member communication online	Green	Yes (<u>excluding</u> Initial DOL & OE notices) (Note: Email confirmations are sent for new document postings)	Yes (All) (Note: Email confirmations are not sent for new document postings)
Payment invoicing	Yellow	Monthly	Monthly (sent between the 8 th and 15 th of the month for the subsequent month) to non-ACH members only (*)
Payment methods available	Green	<ul style="list-style-type: none"> • Check Payment • Reoccurring ACH • One-time ACH for current or future dates (Note: Email confirmations are sent for payment postings)	<ul style="list-style-type: none"> • Check Payment • Reoccurring ACH • One-time ACH • IVR Payment (Note: Email confirmations are not sent for payment postings)

(*) Monthly Member Invoices include past due amounts.

Member Experience (cont.)

Function		Old Platform	New Platform
Recurring ACH	Green	<ul style="list-style-type: none"> • Sign up through Member Web Portal • Available for Retiree & Direct Bill and limited for COBRA services • Timing: Varies 	<ul style="list-style-type: none"> • Sign up through Member Web Portal • Available for all services • Timing: 1st of the month for all services
One-time ACH	Yellow	<ul style="list-style-type: none"> • No fee is assessed • Multiple months may be paid in one transaction • Email confirmations are not sent regarding transaction 	<ul style="list-style-type: none"> • No fee is assessed • Multiple months may be paid in one transaction • Email confirmations are not sent regarding transaction
NSF Fees	Red	No fee is assessed	\$25.00 fee is assessed
Customer Support methods	Green	<ul style="list-style-type: none"> • Telephone • Written Correspondence 	<ul style="list-style-type: none"> • Telephone • Submit a case via Web Portal • Written Correspondence • 24/7 Live Chat

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