

## **AleraPay Health Reimbursement Arrangement (HRA) & Flexible Spending Account (FSA) Transition FAQs**

**Q: Who is my new Flex Spending administrator?**

AleraPay will be the new administrator for all FPU plan participant accounts.

**Q: When will I no longer be able to use my WEX Benefits debit card?**

All current FSA and HRA WEX Benefits cards will be turned off April 29 at midnight. At that time, a blackout period will commence to allow for the transfer of current FSA and HRA balances to AleraPay. Once balances are received by AleraPay, they must then be funded into new FSA and HRA accounts. During this time, enrollees will not be able to utilize their WEX Benefits or AleraPay Benefits cards. Enrollees can and should, however, continue to see their medical providers during this period. Once the balance transfers and funding is complete, employees will be notified via an email from Human Resources, at which time they can begin to use their AleraPay card, and discard their WEX card.

**Q: What if I do not receive my AleraPay Debit Card?**

An AleraPay debit card will arrive at your house prior to May 1. If you do not receive your card by May 1, please contact AleraPay at (800) 622-6233 or [aleraedgepay@aleraedge.com](mailto:aleraedgepay@aleraedge.com). Please note, the Alera Pay debit cards will arrive in a generic white envelope.

**Q: When can I start using my AleraPay debit card?**

Your AleraPay debit card can be used starting at the completion of the blackout period.

**Q: How do I activate my AleraPay debit card?**

Call the number on the sticker attached to the cards or call AleraPay at (800) 622-6233. Please note that while you can activate the card once it is received, you will not be able to use it until the end of the blackout period.

**Q: How do I access my AleraPay account?**

Starting May 3, you can create an account at [www.aleraedge.com](http://www.aleraedge.com) and download the mobile app to access your account.

**Q: How will outstanding claims be paid to my provider?**

Over the last several weeks, the Alera Group has been hard at work to ensure the backend pay-to-provider process will work as originally intended. To that end, beginning on May 6, we will be

retroactively processing all medical claims dating back to January 1, 2024 that have not already been processed or paid by WEX.

**Q: When will my providers start receiving payment from AleraPay?**

AleraPay will start paying providers for any claims reported by Anthem starting May 17. Anthem will send the claim to AleraPay who will then pay your provider directly for any deductible services.

**Q: Who do I contact with questions?**

Franklin Pierce employees should contact the AleraPay customer service team for any questions or assistance needed. Operating hours are: Monday-Friday: 8:00 a.m. – 4:30 p.m. by phone (800) - 622-6233. You can also email [aleraedgepay@aleragroup.com](mailto:aleraedgepay@aleragroup.com) and our dedicated service representatives, Tammy Guzewicz at [tammy.guzewicz@aleragroup.com](mailto:tammy.guzewicz@aleragroup.com) or Kari Kuhn at [kari.kuhn@aleragroup.com](mailto:kari.kuhn@aleragroup.com).

**Monday – Friday, 8am – 4:30pm**

**Phone – (800) 622-6233**

**Website – <https://aleraedge.com/>**

**Email – [aleraedgepay@aleragroup.com](mailto:aleraedgepay@aleragroup.com)**

**Mobile App on Google & Apple – AleraPay**

