



AleraPay HSA Transition FAQs

Q: Who is my new HSA administrator?

Effective May 1, 2024 AleraPay will be the administrator for all HSA, HRA, FSA, and LFSA accounts. Starting May 1, all ongoing employer and employee contributions will be deposited into your account with AleraPay.

Q: What do I have to do to set up my new HSA account?

Login to AleraPay and agree to the terms and conditions for a Health Savings Account. (Directions will be provided). From there you will have access to your account and all deposits. Please contact AleraPay with any questions at (800) 622-6233 or aleraedgepay@aleragroup.com

Q: Is there any additional verification that AleraPay will need to set up my account?

AleraPay will enter all your information to set up an account. This information is transferred to the custodian, Healthcare Bank. If any more information is required AleraPay will contact you directly.

Q: Do I have to move my current HSA over to AleraPay?

You are not required to, but it is recommended to move your current balance to AleraPay. If you do not transfer your existing HSA funds from your current administrator, WEX, they will charge a monthly fee of \$3.00 per month to keep the account active with WEX, while all future HSA payroll deduction contributions will go to AleraPay.

Q: How do I transfer my HSA account over to AleraPay?

Complete a transfer form and send to your current HSA administrator, WEX. This process may take up to 6 weeks to transfer your existing funds to AleraPay. For your convenience, the required transfer form was provided to all employees in the Human Resources Update email that was sent on April 11.

ALERAPAY | 800-622-6233 | AleraEdgePay@AleraGroup.com

Q: When will I no longer be able to use my current debit card?

All WEX debit cards will be turned off at midnight on April 29.

Q: When will I receive an 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. 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 May 1. Current HSA balances will not be added to the AleraPay debit card until HSA transfer is completed, and the balance has been transferred to AleraPay. If you do not transfer your HSA, only funds deposited after May 1, will be available for use on your AleraPay debit card.

Q: How do I activate my AleraPay debit card?

Call the number on the sticker attached to the cards, or call into AleraPay at (800) 622-6233.

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@aleraedge.com and our dedicated service representatives, Tammy Guzewicz at tammy.guzewicz@aleraedge.com or Kari Kuhn at kari.kuhn@aleraedge.com.

