



OFFICE OF THE PRESIDENT

Dear Colleagues,

I write today to share a significant update on our relationship with WEX Benefits.

As I shared on a University-wide Zoom on March 21, the University has been actively working to resolve the ongoing issues related to the payment of medical claims. After repeated assurances that WEX Benefits could work with Anthem Blue Cross Blue Shield (BCBS) to ensure a seamless user experience, they remain unable to interface with Anthem in the manner necessary to provide efficient claims processing.

To that end, effective April 29, 2024, Franklin Pierce University will be terminating its relationship with WEX Benefits and moving to a new Flexible Spending Account (FSA), Health Savings Account (HSA), and Health Reimbursement Arrangement (HRA) administrator, AleraPay.

Tomorrow, in their weekly update, Human Resources will provide additional information regarding this change. Please read the email very carefully. It will contain a number of important items, including a detailed transition timeline, upcoming in-person and online information sessions, required action by our HSA enrollees, and plan-specific frequently asked questions (FAQs).

I want to thank you for your patience and understanding during this process. It has taken time for the University to assess the best, long-term solution that would be the least disruptive to you. We are confident that this decision is ultimately in the best interest of all our employees.

Sincerely,

franklinpierce.edu

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