

FRANKLIN PIERCE UNIVERSITY
OFFICE OF HUMAN RESOURCES

Health Benefits Update from Human Resources

As shared by President Mooney yesterday, Franklin Pierce University will terminate its relationship with WEX Benefits effective ***Monday, April 29, 2024***.

This email contains important information pertaining to that termination and the transition to AleraPay. Please read it carefully and take note of upcoming dates, information sessions, detailed plan-based Frequently Asked Questions (FAQs), and required action items.

Most importantly, 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.

For those with WEX HSA accounts, enrollees can choose to either keep their account with WEX or move existing funds to an AleraPay account. If an enrollee elects to keep their account with WEX, it will be subject to a \$3.00 monthly fee. Additionally, all future HSA contributions will be made to AleraPay HSA accounts. For these reasons, it is recommended that enrollees transfer their HSA funds to AleraPay. To do so, they ***must complete and return*** a Health Savings Account (HSA) Distribution Request/Account Closure Form. Additional details on how to complete and submit this form is included in this email.

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, they will be retroactively processing all medical claims dating back to January 1, 2024 that have not already been processed or paid by WEX.** As such, we are advising all employees to cease the manual upload of Explanation of Benefits (EOB) to WEX effective today to allow them to begin this process.

Thank you, again, for your continued patience and understanding. With this transition to AleraPay, the promise of a seamless pay-to-provider user experience will be realized.

If you have any questions, please do not hesitate to reach out to benefits@franklinpiece.edu.

WEX to AleraPay Transition Timeline

Key Dates & Actions items

Week of April 15

AleraPay & Health Insurance Information Sessions: Representatives from the Alera Group will be holding in-person (Rindge Campus) and virtual plan-specific information sessions. Registration information below.

Issue of AleraPay Cards: AleraPay cards will be issued this week and mailed to all employees enrolled in WEX Benefits (no action required by employee).

Friday, April 19: Start of HSA contributions to AleraPay for employees on biweekly pay schedule (no action required by employee). Will continue based on biweekly payroll calendar.

Week of April 22

Additional Health Insurance Information Sessions: Representatives from the Alera Group will be holding additional in-person (Rindge Campus) and virtual plan-specific information sessions. Dates and registration information to come.

Week of April 29

Monday, April 29: WEX FSA and HRA Accounts Close. Start of blackout period to allow for balance transfers and funding to AleraPay accounts.

Tuesday, April 30: Start of HSA contributions to AleraPay for employees on monthly pay schedule (no action required by employee). Will continue based on monthly payroll calendar.

Week of May 13

On or around Monday, May 13: Blackout period ends for FSA and HRA accounts (enrollees will be notified via email by Human Resources). Activate and begin to use AleraPay FSA or HRA card.

Health Insurance Plan & AleraPay Information Sessions

Join representatives from the Alera Group and Human Resources for an information session on your health plan, how to use AleraPay, and more! We are offering both small, in-person (Rindge) and virtual sessions, by plan type, to ensure information is tailored to participants.

[**Register for a session here**](#)

Can't make a session? Want more one-on-one support? Stop by the Marulli Alumni Welcome Center Lounge on Thursday, April 18 from 11:00 a.m. to 2:00 p.m. No need to make an appointment!

AleraPay FAQs and Updated MyBenefits Page

AleraPay has created plan-specific FAQs to assist employees in navigating this transition. You can access the documents below. They have also been posted to the myBenefits page on eRaven.

[HRA/FSA Transition Frequently Asked Questions](#)

[HSA Transition Frequently Asked Questions](#)

HSA Transfer Form

As shared at the beginning of this email, all enrollees in a WEX HSA plan who would like to transfer their funds to an AleraPay account are required to complete a Health Savings Account (HSA) Distribution Request/Account Closure Form.

The form can be found [here](#). Once completed, please email it to forms@wexhealth.com and cc benefits@franklinpierce.edu. The form can also be mailed to:

WEX Health Inc.
PO Box 2926
Fargo, ND 58108-2926

An example of a completed form can be found [here](#).

The form and the example are also on the [My Benefits page on eRaven](#).

Got News?

Do you have an announcement you would like for us to send out? Maybe an idea for a good news story? Send it to ravenflash@franklinpierce.edu.





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