

FRANKLIN PIERCE UNIVERSITY  
OFFICE OF HUMAN RESOURCES

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***Health Benefits Update from Human Resources***

Thank you for your continued attention to these updates regarding the transition from WEXBenefits to AleraPay. This email contains contact information, helpful updates, and resources pertaining to the transition, and your health benefits. Please read it carefully.

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***\*\*NEW THIS WEEK\*\****

***Introducing Dedicated Franklin Pierce Customer Service Representatives***

To assist with the transition to AleraPay, and to answer plan-specific questions, employees are highly encouraged to reach out directly to our dedicated customer service representatives, Tammy Guzewicz and Kari Kuhn. They can be reached Monday through Friday, 8:00 a.m. – 4:30 p.m. E.D.T by phone at 1-800-622-6233 or via email at [tammy.guzewicz@aleragroup.com](mailto:tammy.guzewicz@aleragroup.com) or [kari.kuhn@aleragroup.com](mailto:kari.kuhn@aleragroup.com).

Employees can also continue to email [benefits@franklinpierce.edu](mailto:benefits@franklinpierce.edu).

***Additional Health Insurance and AleraPay Information Sessions***

Representatives from the Alera Group will be holding additional virtual plan-specific information sessions next week.

**Register Here!**

***HSA Transfer Form Update***

All enrollees in a WEX HSA plan who would like to transfer their funds to their new AleraPay account are required to complete a Health Savings Account (HSA) Distribution

Request/Account Closure Form. The form can be found [here](#). An example of a completed form can be found [here](#).

*Please note: The \$25 account closure fee as mentioned in section 2a has been waived and the "Transfer" box in section 2b **must be checked** in order for the form to be accepted by WEX.*

Once the form is completed, please email it to: [forms@wexhealth.com](mailto:forms@wexhealth.com) and cc: [benefits@franklinpierce.edu](mailto:benefits@franklinpierce.edu).

The form and the example can also be found on the [MyBenefits page on eRaven](#).

## ***AleraPay Debit Cards Set to Arrive At Homes Soon***

AleraPay debit cards for FSA, HRA, and HSA accounts will arrive at homes by May 1.

If you do not receive your card by May 1, please contact AleraPay at 1-800-622-6233 or [aleraedgepay@aleraigroup.com](mailto:aleraedgepay@aleraigroup.com).

***Please note, the Alera Pay debit cards will arrive in a generic white envelope.***

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## ***WEX to AleraPay Transition Reminders***

**As a reminder, 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 the blackout period, FSA and HRA enrollees will not be able to utilize either their WEX Benefits OR AleraPay Benefits cards.** Enrollees can and should, however, continue to see their medical providers during this period. Once the blackout period is complete, enrollees will be notified via an email from Human Resources, at which time they can begin to use their AleraPay card, and destroy their WEX card.

**For those with WEX HSA accounts, enrollees can choose to either keep their account with WEX or move existing funds to their new AleraPay account.** If an enrollee elects to keep their account with WEX, they will still be able to use their card, but it will be subject to a \$3.00 monthly fee. *However, as a reminder, all future HSA contributions will be made to AleraPay HSA accounts.* For this reason, it is recommended that enrollees transfer their HSA funds to AleraPay. To do so, they ***must complete and return*** the Health Savings Account (HSA) Distribution Request/Account Closure Form.

## ***WEX to AleraPay Transition Timeline***

### **Key Dates & Actions items**

#### **Week of April 15**

**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 virtual plan-specific information sessions. [Register here.](#)

### **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. *Additional communications will be forthcoming.*

**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.

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## ***AleraPay FAQs***

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](#)

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### **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](mailto:ravenflash@franklinpierce.edu).





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