

FRANKLIN PIERCE UNIVERSITY
OFFICE OF HUMAN RESOURCES

***Reminder: FSA/HRA Benefits Blackout Period
Begins April 29 at Midnight***

Reminder, all WEX Benefits FSA/HRA debit cards will no longer be operational after midnight on April 29 due to the transition to AleraPay.

At that time, we will enter a blackout period in order for WEX FSA/HRA accounts to be transferred to AleraPay accounts. *We anticipate the blackout period will last no more than seven full business days.* New AleraPay FSA/HRA debit cards **will not** be functional until the conclusion of the blackout period.

Please note, the blackout period **does not** apply to those who have chosen to retain their WEX HSA accounts. For those who have initiated a transfer of their WEX HSA account to AleraPay, additional information will be shared in Thursday's weekly update.

For those who may incur eligible medical expenses during the blackout period, they can be paid out-of-pocket and submitted for reimbursement through the AleraPay app or via email, mail, or fax.

- Information on how to submit an expense for reimbursement via the AleraPay app can be found [here](#).
- The reimbursement form for those who prefer to email, mail, or fax, can be found [here](#).

Both forms can also be found on the MyBenefits page of eRaven.

If you have a question related to out-of-pocket payment of expenses during the blackout period, please email Gwen Goodman at goodmang@franklinpierce.edu.

To minimize any inconvenience due to the blackout period, we recommend those with FSA/HRA accounts take the following actions:

- **Refill Prescriptions:** Consider refilling necessary prescriptions before April 29 to ensure you have what you need during the blackout period.
- **Activate Your AleraPay Debit Card:** Your new AleraPay debit card should be arriving this week (it will arrive in a generic, white envelope). Make sure to activate your card when it arrives to ensure it is ready to use as soon as the blackout period concludes.
- **Register With AleraPay:** If you have not already done so, register with AleraPay as soon as possible. This will facilitate quicker reimbursements, should you have out-of-pocket expenses, once the blackout period concludes.
- **Set Up Direct Deposit:** Once registered with AleraPay, opt for direct deposit. This is the fastest way to receive reimbursements for any eligible expenses made during the blackout period.
- **Download the AleraPay App:** The ALERAPAY mobile app provides secure access to your health benefit accounts. Check balances, file a claim, manage expenses, and submit reimbursements, all from your phone.

Employees will be notified via email by Human Resources once the blackout period has concluded. At that time, AleraPay FSA/HRA debit cards will be operational and WEX Benefits FSA/HRA debit cards can be discarded.

If you have any questions or need assistance, please do not hesitate to reach out to Human Resources. You can also contact AleraPay's dedicated customer service representatives for Franklin Pierce, 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 or kari.kuhn@aleragroup.com.

We appreciate your cooperation and understanding during this transition period. We look forward to sharing additional information in the weekly Health Benefits Update on Thursday.

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@franklinperce.edu.





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