

FRANKLIN PIERCE UNIVERSITY  
OFFICE OF HUMAN RESOURCES

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

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

***HSA Account Transfer Information Update***

For those who have submitted the HSA Distribution Request/Account Closure Form, once it has been processed by WEX, you will receive an email communication informing you that your WEX account has been closed. We understand some employees have already started to receive this message, and it may have been confusing given the upcoming FSA/HRA transition on April 29. Please be assured, access to FSA/HRA WEX accounts remains in place until midnight on April 29. We apologize for any confusion this may have caused.

As a reminder, all enrollees in a WEX HSA plan who would like to transfer their funds to their new AleraPay account are required to complete the 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](#). 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).

***AleraPay Debit Cards Have Begun to Arrive At Homes***

AleraPay debit cards for FSA, HRA, and HSA accounts have begun to arrive at homes.

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 AleraPay debit cards will arrive in a generic white envelope.***

***Your AleraPay debit card will come attached to an insert that may reference WEX. This is normal. WEX is a large company that not only administers benefits but also provides software solutions for other benefits administrators, including AleraPay.***

***AleraPay HSA Debit Card Two-Step Activation***

Employees with an AleraPay HSA account are required to complete two steps in order to activate and use their debit card.

1. Activate the card by following the instructions included on the card; and
2. Log in to your AleraPay account and accept the HSA Terms and Conditions. This is a requirement of the bank used to hold the funds.

### ***AleraPay Pay to Provider Card Information Card***

If your healthcare provider has any questions regarding payment, AleraPay has provided a card that explains the process. The card can be found [here](#). It can also be found on the MyBenefits section of RaveNet.

### ***Questions? Our Dedicated Franklin Pierce Customer Service Representatives Are Here to Help!***

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).

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### ***Reminder: FSA/HRA Benefits Blackout Period Begins Monday, 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 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.

Please [refer to the email](#) that was sent on Tuesday, April 23 for additional details and information.

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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