

FRANKLIN PIERCE UNIVERSITY
OFFICE OF HUMAN RESOURCES

***Reminder: FSA/HRA Benefits Blackout Period
Begins Tonight at Midnight!***

**Reminder, WEX Benefits FSA/HRA debit cards will be turned off TONIGHT AT
MIDNIGHT DUE to the transition to AleraPay.**

We anticipate the blackout period will last no more than seven full business days.

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.

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 or prescription 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. Typically, this would pertain to RX purchases only, as they are paid at time of purchase.

- 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 RaveNET.

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.

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.

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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