

FSA Administrator – Discovery/WEX Benefits FAQ

1. When is the last date to submit claims or use the debit card with Employee Plans?

Access to Employee Plans will be de-activated after August 31, 2021, for both manual reimbursements and debit card claims.

2. What are the benefits of Discovery/WEX?

- A single debit card and mobile app/online account for all benefits.
- Proactive alerts and notifications
- Let's Chat: chatbot that answers questions 24/7.
- Mobile pay functionality through Apple Pay, Google Pay, or Samsung Pay.
- Smart Scan: Simply snap a photo, add a few details, and an EOB (explanation of benefits) is converted into a filed claim.
- Built-in auto-substantiation features, including recurring expenses and copays to significantly decrease the need for EOBs or receipts.
- Participants can view hundreds of how-to articles and videos right from their online account by clicking "Get Help."
- Scan an item's bar code to determine if it's an IRS Code Section 213(d) eligible expense.

3. Will I have to resubmit dependent care claims that have not yet been reimbursed?

No. All current claims submitted through Employee Plans will be transitioned over to Discovery/WEX and paid when funds are available.

4. How long is the "blackout period" with Discovery/WEX?

The blackout period will begin on September 1, 2021, for the transition of data from Employee Plans to Discovery/WEX. Normal blackout periods run approximately 10-15 business days. All participants will be notified as soon as the transition is complete, and they can begin using services with Discovery/WEX.

5. When will participants get their new FSA debit card from Discovery/WEX?

New FSA debit cards are expected to arrive in mid-September. Participants will receive two debit cards imprinted with their name and branded with the logos of WEX, the parent company of Discovery Benefits. The cards will be mailed to the participant's home address. Debit cards will be ready for use once the blackout period is over, and the transition is complete. Additional debit cards, if needed, can be requested from Discovery/WEX.

6. Which accounts can the debit card be used for?

The Discovery Benefits debit card may be used for both Health FSA and Dependent Care expenses.