

## QuickStart Guide

## Health and Dependent Care Spending Accounts



### Includes:

- ▶ Important Information
- ▶ Managing Your Account
- ▶ Using Your Spending Account Dollars

### Download the EZ Receipts® mobile app.

Use your smartphone to file claims and take care of your account from anywhere.

The app registration process will require you to establish a User ID and password.

Use our EZ Receipts app to:

- ▶ Check your balance
- ▶ File claims
- ▶ Take photos of your receipts
- ▶ Upload documents
- ▶ Change your communication preferences



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### Welcome to WageWorks. Start Saving. Here's How.

Your benefits team, along with WageWorks, is pleased to introduce you to the best-in-class Spending Account experience.

You'll enjoy a more intuitive website as well as our easy-to-use mobile app, EZ Receipts.

If you are enrolled in the 2018 Health Care Spending Account (HCSA), you will be issued a Visa card that you can use to pay your doctor, dentist, pharmacy and eye doctor.

### Important Information

- ▶ Your spending account(s) will be unavailable from July 1 – July 15, meaning that claims will not be processed and no reimbursements will be issued. Beginning July 16, 2018, you must submit all spending account claims to WageWorks.
- ▶ Your direct deposit information will be moved from Benefit Concepts, Inc. (BCI) to WageWorks. You can change your account information on the WageWorks website or the EZ Receipts app on or after July 16.
- ▶ Your HCSA Visa Card can be used for healthcare expenses only and cannot be used for Dependent Care.
- ▶ When using your HCSA Visa card, please remember to keep all your receipts. WageWorks may request that you submit your receipts as documentation for your HCSA Visa card transaction. You can use our mobile app to submit all documentation to WageWorks.
- ▶ You can order additional HCSA Visa cards for yourself or your eligible dependents, at no cost, on the WageWorks website.
- ▶ Additional information can be found at [www.mylacountybenefits.com](http://www.mylacountybenefits.com).

### Questions?

- ▶ **BCI** – For questions about claims already processed by BCI, please contact BCI at (866) 629-6436. Representatives are available Monday through Friday, 5 a.m. to 6:30 p.m.
- ▶ **WageWorks** – For questions about your WageWorks account(s), please contact WageWorks at (877) 924-3967. Representatives are available Monday through Friday, 5 a.m. to 5 p.m.

### Managing Your Account

You can manage your spending accounts 24 hours a day, 7 days a week, on the WageWorks website or EZ Receipts mobile app. The "Claims and Activity" page online details all your account activity.

In addition to reviewing your most recent activity, you can:

- ▶ Update your account preferences.
- ▶ View your transaction and account history.
- ▶ Schedule payments for your spending account providers.
- ▶ Verify eligible spending account expenses.
- ▶ Order additional WageWorks HCSA Visa cards for your family.
- ▶ Use the EZ Receipts app to upload your supporting documentation and receipts from your smartphone or mobile device.

### Using Your Spending Account Dollars

When you pay for an eligible expense, WageWorks gives you several options to use your money the way you choose.

#### Using Your HCSA Visa Card

- ▶ Use your WageWorks HCSA Visa card instead of cash or credit at health care providers and pharmacies for eligible services, goods and prescriptions.
- ▶ When you use your HCSA Visa card at the checkout, choose "credit."
- ▶ Pay for services on the same day you receive them. If your health plan covers part of your expense, know what amount you need to pay before using the HCSA Visa card. Present your health plan member ID first, so that the provider/merchant can determine your out-of-pocket due amount. Save your receipts, or take a picture of them with our EZ Receipts app. You may need these for tax purposes, and even when your HCSA Visa card is approved, we may request a detailed receipt.
- ▶ If you use your HCSA Visa card at a dentist or eye doctor, we will most likely ask for an Explanation of Benefits (EOB), receipt or other documentation for verification. Failure to provide requested information may result in your HCSA Visa card being suspended.
- ▶ If you have lost or cannot produce an EOB or receipt, please contact the WageWorks Service Center to understand what your options are.
- ▶ If you lose your HCSA Visa card, or it is stolen, please report that to us immediately by calling the Service Center or through your account online.

#### Using Your Smartphone or Mobile Device

With the EZ Receipts mobile app from WageWorks, you can file and manage your Dependent Care Spending Account (DCSA) reimbursement claims and HCSA Visa card transactions on the spot, with a click of your smartphone or mobile device camera, from anywhere.

To use EZ Receipts:

- ▶ Download the app at [www.wageworks.com/employees/go-mobile](http://www.wageworks.com/employees/go-mobile).
- ▶ The app registration process will require you to establish a user ID and password.
- ▶ Log in to your account.
- ▶ From there, you can:
  1. Submit receipt or claim
  2. Check your claims and activity
  3. Generate an account statement
  4. View your profile and change your communication preferences
  5. View your balances

#### Unable to Submit Claims Online or by Using the Mobile App?

You still have the option to submit your claims by fax or mail. You can fax your completed spending account claim forms to (877) 353-9236 or mail them to P.O. Box 14053, Lexington, KY, 40512.

