



## CURRENT PARTICIPANTS OF Metro Nashville Government Flexible Spending Account Plan

Dear FSA Participant,

Starting April 1, 2013, administration of the Metro Nashville Government sponsored Flexible Spending Account (FSA) Plan will move to a new system supported by WageWorks, Inc (“WageWorks”).

### IMPORTANT INFORMATION FOR THOSE WITH 2012 FSA BALANCES:

- As part of the transition to the WageWorks system, your current myFBMC Card® Visa® Card will be deactivated on April 1, 2013.
- You will receive a new WageWorks® Health Care Card by April 15, 2013. You will also receive a Quick Start Guide containing information on how to access and use your account. All Myfbmc debit cards should be destroyed and will no longer be active for use after April 1.
- There will be a short hold period for all claims submitted between March 29, 2013 and April 15, 2013 while your records are transitioned to WageWorks. **This hold period is needed in order to transfer the active balances to the new system.** During this time, claims will not be processed. Beginning on April 15, 2013, all claims received during the hold period will be processed and reimbursements will be issued. For the best experience, please file your claims to Fringe Benefits Management Company, a Division of WageWorks by March 29, 2013 to receive your reimbursement in a timely manner.
- If you currently have direct deposit reimbursement set up or a letter of medical necessity on file for your 2013 FSA, this information **will also transfer** to the WageWorks system. Following the transfer of your direct deposit information, WageWorks will complete a pre-note process to ensure the account is active. If you file a claim during the pre-note process period, you may receive a paper check for your reimbursement. Once the account has been confirmed, all future reimbursements will be directly deposited into your account.
- You may access your 2013 balance and use your Card and/or submit claims effective April 15, 2013.
- For support and questions regarding claims filed against your **2013 account from January 1, 2013 – March 29, 2013**, you will continue to contact Fringe Benefits Management Company, a Division of WageWorks through March 29, 2013 at [www.myfbmc.com](http://www.myfbmc.com) or contact Customer Care at 1-800-342-8017. For questions regarding claims after the hold period please visit [www.wageworks.com](http://www.wageworks.com).

### THE BENEFITS OF A WAGeworks FSA:

The WageWorks Health Care Card (Card) offers a great deal of convenience when paying for your eligible health care expenses. There is no cost for ordering additional cards (you can request them at [www.wageworks.com](http://www.wageworks.com)), and it is free to use – no matter how often you use it!

- Use the “**Pay My Provider**” option to pay many eligible health care and dependent care expenses directly from your FSA (**Documentation is required**).
- **Register for an online account at the new website starting April 15, 2013** – The WageWorks web site offers many enhanced features. We encourage you to register online and provide a current email address. This will ensure you have 24/7 access to receive up-to-date account, claims status information, set-up direct deposit reimbursements and access to account activity statements. Go to [www.wageworks.com](http://www.wageworks.com) and click “**Register with WageWorks now.**”
- In addition to faxing or mailing your claim form and using your Card, you can **download the EZ Receipts™ mobile application. Use your smartphone to file claims and take care of your account paperwork from anywhere. Go to [www.wageworks.com/aboutmobile](http://www.wageworks.com/aboutmobile) to learn more.**