

New HSA/HRA Administrator Transition State of Kansas Member FAQs

The following FAQs are available to help you navigate the transition of the administration for your Health Savings Account (HSA) and Health Reimbursement Account (HRA) from Optum to NueSynergy for the 2019 plan year.

Should you have questions that are not covered below, please call our NueSynergy team at **855-750-9440** or email us at **KansasSupport@NueSynergy.com**.

Q: Who is NueSynergy?

A: Since 1996, NueSynergy has provided clients with full-service administration of consumer-driven and traditional account-based plans, as well as COBRA administration. Located in Leawood, Kansas, we have built a reputation throughout the Midwest with both Fortune 1000 corporations and small businesses for our technology-based solutions and knowledgeable, personalized service. With over 4 million benefits accounts administered on our platform, our investment in industry leading technology ensures that our clients will always have secure and convenient access to their benefits account.

Q: When will NueSynergy become the new HSA/HRA administrator?

A: NueSynergy will begin administering the State's HSA/HRA plan on January 1st, 2019.

Q: Will I have online access to my HSA/HRA?

A: Yes. You will be able to access your NueSynergy HSA/HRA by signing into your account at www.MyKansasCDH.com.

Q: Will I receive education on how to log into the new employee portal?

A: Yes. A Benefit Account Welcome kit which will include a registration guide for the employee portal will be emailed to you the first week in December. This welcome kit along with other helpful information will be posted at www.MyKansasCDH.com. Personal support will also be available through our customer service department at 855-750-9440.

Q: Will I get a NueSynergy debit card?

A: I currently have a NueSynergy debit card for my FSA: You will not receive a new card. If you enroll in the HSA or HRA for 2019 your same debit card will automatically access your HSA or HRA.

New HSA/HRA Administrator Transition State of Kansas Member FAQs

I do not have a NueSynergy debit card: After open enrollment has been completed, if you enrolled in the HSA or HRA for 2019, you will automatically be issued a card in late December or early January.

Note: Additional NueSynergy debit cards can be ordered for your spouse and dependents at no additional charge by calling our customer service at 855-750-9440.

Q: Will I need to open a new HSA with NueSynergy?

A: Yes, during open enrollment should you elect to participate in the HSA qualified plan you will be asked to open a NueSynergy HSA. In order to receive any SEHP contributions or make payroll deductions in 2019 you will need to open a NueSynergy HSA.

Q: Will I be able to transfer my existing HSA funds to NueSynergy?

A: Yes, you will be able to transfer your existing HSA funds from your Optum HSA to your NueSynergy HSA. In order to transfer your funds, you will need to fill out the Bank to Bank Transfer Form located on www.MyKansasCDH.com and mail the form directly to Optum to transfer your funds at the mailing address below:

**Optum Bank
PO Box 30516
Salt Lake City, UT 84130**

Optum will transfer money to NueSynergy with a \$0.00 transfer fee in 2019. The State of Kansas does not have a current contract with Optum, supporting members on account items are limited. In 2020 the standard transfer fee will apply.

Q: When should I send my HSA Bank to Bank Transfer Form to Optum?

A: Transfer forms will be made available January 7, 2019 for any member who would like to transfer their HSA funds to NueSynergy. Once the transfer form is completed, the member will send the form to Optum for processing.

Q: Who can I call at Optum if I have questions about the status of my submitted bank to bank transfer form?

A: For the status of your HSA transfer form please call Optum at 877-470-1771.

New HSA/HRA Administrator Transition State of Kansas Member FAQs

Q: How long will the transfer of my HSA funds take?

A: Once Optum receives your transfer form it can take up to 6 weeks before they transfer funds to your NueSynergy HSA.

Q: If I have HSA investments will that effect transferring my Optum HSA to NueSynergy?

A: Your HSA investments will automatically be closed out as part of the bank to bank transfer process. However, should you want to control the timing of the closure of your investments you should do so prior to submitting your bank to bank transfer form to Optum.

Q: Will Optum waive administrative fees which were charged incorrectly in January on account?

A: Optum will refund \$2.25 of the \$3.25 fee charged incorrectly. For Closed accounts, a check will be sent to the identified account holder's last address on file.

Q: Will NueSynergy waive administrative fees for members who are transferring funds from Optum?

A: If the account balance is above the limit (\$2,000.00) for fees by 3/31/2019, NueSynergy will credit back the administrative fees on the account.

Q: How will the conversion affect the way 2018 paper claims are submitted for my HRA?

A: Paper claims for the HRA will continue to be sent to Optum until February 28, 2019. Starting January 1, 2019, all new 2019 claims will be submitted to NueSynergy.

Q: When will my Optum HRA debit card be turned off?

A: The Optum HRA debit card will be deactivated February 28, 2019.

Q: What happens to HRA claims that have not been substantiated?

A: All HRA debit card activity must be substantiated as of the last day of your plan year.

Q: Will I have online access to my account with the NueSynergy platform?

A: Yes. In addition to accessing your account online at www.MyKansasCDH.com, a NueSynergy Mobile application is available for download through either the Apple App Store or GooglePlay.

New HSA/HRA Administrator Transition State of Kansas Member FAQs

Q: Will I receive quarterly statements summarizing my HSA/HRA account activity?

A: Yes. Account statements are issued quarterly on the first day of the month following each quarter. Paper statements are issued by default, but members can elect to receive Electronic statements through www.myKansasCDH.com.

Q: What will the hours of operation for Customer Service be for NueSynergy?

A: Our hours of operation will remain Monday through Friday from 7:30 a.m. to 5:00 p.m.