

# PayFlex: Frequently Asked Questions

## **Q: Where can I find PayFlex information?**

A. The website for DePaul University's new **Transportation and Flexible Spending Account Programs** administrator is now available and can be accessed via the Human Resources website. You will find announcements, resources, and documents relating to these important benefit programs collected for ease of reference.

To access the site, from the DePaul University homepage, select "for Faculty/Staff", then "Human Resources", log in using your Campus Connection user ID and password, select "Employee Benefits", then select "PayFlex".

You can also visit the PayFlex website at [www.mypayflex.com](http://www.mypayflex.com).

## **Q: Can I use the paper enrollment forms on the PayFlex website for enrolling in the Transportation or Flexible Spending Account Programs?**

DePaul University does not use the paper enrollment forms found on the PayFlex website. Those forms are only for PayFlex clients who do not use the web-based enrollment portal for Transportation and do not have an internal process for FSA enrollment.

## **FLEXIBLE SPENDING ACCOUNT PROGRAM**

### **Q: How do I enroll in a Flexible Spending Account?**

This is not an opportunity to make a mid-year election change. If you currently participate in the Flexible Spending Account Program, you may not change your elections or discontinue your participation in the Program unless you experience a qualifying family status change which would permit you to make a change to your elections as provided by Section 125 of the Internal Revenue Code. Likewise, if you do not currently participate in the Flexible Spending Account Program, this is not an opportunity to elect the benefit. In the absence of a qualified family status change, you must wait until the next Annual Enrollment period to make changes or elections for the following year.

### **Q: Is there a toll-free number for me to FAX my claims?**

A toll-free FAX number is only available when using the "Express Claim" feature on PayFlex's website. All other claims must be mailed or FAX'd to (402) 231-4310.

### **Q: What is "Express Claim"?**

"Express Claim" allows you to complete your claim form on-line, print it, sign it, and then FAX it for processing along with your supporting documentation. This also alerts PayFlex that you are submitting a claim so that if you forget to FAX it, PayFlex will send you an e-mail reminder.

### **Q: What do I need to submit with my claim?**

Detailed instructions are available in the "Forms and Publications" section of the PayFlex website. You should always keep copies of all receipts you submit for your records.

### **Q: How do I enroll in the Automatic Claims Crossover feature?**

To participate in the Claims Crossover feature, you must complete the "**Health Care Flexible Spending Account Crossover Enrollment Form**" (available from the Human Resources website) and submit it directly to PayFlex. Only Blue Cross Blue Shield claims incurred after the Crossover Enrollment Form is processed will be transmitted to PayFlex.

Additionally, Illinois State law prevents participation in the Claims Crossover feature from automatically rolling over from year to year just like participation in the Flexible Spending Account Program. Therefore, you must complete a new Crossover Enrollment Form each year that you wish to participate.

## ACCOUNT MAINTAINENCE

### **Q: How do I change my address in the PayFlex system?**

Employee addresses as they appear in PayFlex's system will be maintained via direct feed from the University's system based on employee "Home" address. Therefore if you move, you should update your address through the University's "Demographic Portfolio" available through Campus Connection. If you only update your address on the PayFlex website, then the data in the University's system will automatically overwrite it.

### **Q: How do I change my banking information in the PayFlex system for direct deposits?**

If you wish your reimbursements deposited to an account other than where your paychecks are deposited, you can complete and submit the "Direct Deposit Authorization Form" found on PayFlex's website.

Note that PayFlex will be accepting your banking information from the University only once. After that, you will be responsible for maintaining your banking information with PayFlex directly. Even if you change your banking information with the University, this will not update your information with PayFlex.

## TRANSPORTATION PROGRAM

### **Q: What if I missed the April 23<sup>rd</sup> deadline for June transportation benefits?**

If you miss the April deadline, you will not receive benefits for June but you can still enroll by May 23<sup>rd</sup> for July benefits. The PayFlex system has no provision to accept manual orders for a benefit month once the deadline has passed.

### **Q: I use multiple transit providers each month (e.g. CTA and METRA). Can PayFlex accommodate this?**

Your monthly transit order from PayFlex can include multiple products such as a CTA card and METRA tickets, or any combination of available transportation products. Keep in mind that the **FULL** amount of your order will now be deducted from your paycheck each month. For Transit, the first \$110 will be pre-tax and the remainder will be deducted after-tax.

### **Q: My transportation usage changes from month to month and is not always predictable. The transit vouchers were flexible enough to accommodate this. Does PayFlex have anything similar?**

Although with PayFlex, there is no longer any need to receive a transit voucher and then redeem it since you can have your transit products mailed to you directly, for situations of your transportation needs being unpredictable PayFlex does offer an "RTA Transit Check" ordering option. These transit checks can be used the same way as the vouchers from Integrated Benefit Solutions were used. Remember that you will be responsible for knowing the exact dollar amount to request for your "RTA Transit Check" and no change can be given at the time of redemption.

### **Q: How do I find the serial number and PIN number for my Chicago Card Plus?**

The serial number is the first string of digits in the lower right hand corner on the back of your card. If you do not remember the PIN number of your card you must contact **CTA Customer Service** at 1-888-YOUR-CTA (1-888-968-7282), Monday through Friday, 7 a.m. to 8 p.m. Neither PayFlex nor DePaul has the ability to retrieve forgotten PIN numbers.

**Q: Should I contact PayFlex if my Chicago Card Plus is lost or stolen?**

If your Chicago Card Plus is lost, stolen or damaged, you should visit [www.chicago-card.com](http://www.chicago-card.com) or contact **CTA Customer Service** at 1-888-YOUR-CTA (1-888-968-7282), Monday through Friday, 7 a.m. to 8 p.m. Your card will be replaced with the value remaining in your account when the CTA was first notified, minus a \$5 replacement fee. You must provide your name and PIN to enable the balance to be transferred to a new card. If a Chicago Card Plus that operates as a 30-Day Pass is lost, stolen or damaged, the timing of the 30-day cycle cannot be reset.

**Q: Can I submit 2006 parking claims to PayFlex?**

If you have a balance in your Parking Account on the date the University transitions to PayFlex, (May 1, 2007) that balance will be carried forward and not forfeited. However, PayFlex will not process claims for parking expenses incurred prior to January 1, 2007. In order to be reimbursed for parking expenses from a balance carrying over from Integrated Benefit Solutions you must submit claims for services incurred on January 1, 2007 or later.

**Q: What happens to my existing Parking Account balance?**

If you have a balance in your Parking Account on the date the University transitions to PayFlex, (May 1, 2007) that balance will be carried forward and not forfeited. However, PayFlex will not process claims for parking expenses incurred prior to January 1, 2007. In order to be reimbursed for parking expenses from a balance carrying over from Integrated Benefit Solutions you must submit claims for services incurred on January 1, 2007 or later.

If you have parking expenses incurred prior to January 1, 2007 for which you wish to be reimbursed, then you must submit those to Integrated Benefit Solutions so that they receive them by April 16, 2007, otherwise you can only be reimbursed from your parking account for current parking expenses.

For example, you have carried a balance in your parking account of \$100 from 2006 forward into 2007. If you wish to be reimbursed for 2006 parking expenses then you must submit those claims to Integrated Benefit Solutions so that they receive them by April 16, 2007. If you do not, the \$100 will remain in your parking account until you incur current 2007 expenses for which to be reimbursed.

In addition, going forward, parking reimbursement claims will only be processed during the plan year in which they were incurred with a three month grace period extending into the following plan year. This means that you will only have until March 31, 2008 to submit 2007 parking reimbursement claims after which PayFlex will only process 2008 claims.

**Q: What is the difference between the Parking Provider's payment address and the Parking Lot Address?**

The Parking Provider's payment address is usually the facility's management office where payments are sent. The Parking Lot Address is the actual physical location of the lot or facility where you park.

**Q: If I am enrolling in the Cash Reimbursement option for parking how do I complete the Parking Location Details?**

Parking Location Details for the Cash Reimbursement option are not required. You can complete this section if you know the information; otherwise you can just click on "Purchase" to continue. Likewise, when completing the "Parking and Transit Claim Form" you can simply indicate that your Parking Service Provider is metered parking or an unattended lot.