

The Flexible Spending Account (FSA) and Health Savings Account (HSA) vendor changed effective January 1, 2020 from Total Administrative Services Corporation (TASC) to ConnectYourCare (CYC). Information on how to navigate FSA and HSA inquiries is outlined below.

### Encourage employees to work directly with **TASC** regarding:

- 2019 Claims filing until March 31, 2020 (FSA)
- 2019 Unsubstantiated claims (Health care FSA)
- 2019 Eligible expense inquiries (FSA and HSA)
- Account transfers to CYC (HSA) – [TASC HSA Distribution Request Form](#). Information for the **Transfer** section:
  - Name of Receiving Administrator/Trustee/Custodian – ConnectYourCare FBO
  - Address of Receiving Administrator/Trustee/Custodian – PO Box 851287, 6300 Wayne Road, Westland, MI 48185

Contact TASC at: 844-786-3947 or [1customercare@tasconline.com](mailto:1customercare@tasconline.com) or [www.partners.tasconline.com/etfemployee](http://www.partners.tasconline.com/etfemployee)

### Encourage employees to work directly with **CYC** regarding:

- 2020 Claims filing on/after January 1, 2020 (FSA)
- 2020 Unsubstantiated claims (Health care FSA)
- 2020 Eligible expense inquiries (FSA and HSA)
- 2020 Beneficiary inquiries (HSA) – [2020 HSA beneficiary form](#)
- 2019 Carryover inquiries (Health care FSA)
- CYC Payment card inquiries (FSA and HSA)
- Customer Identification Process (HSA)

Contact CYC at: 833-881-8158 or [service@connectyourcare.com](mailto:service@connectyourcare.com) or [www.connectyourcare.com/ETF](http://www.connectyourcare.com/ETF)

### Institutions should use **HRS** to answer employee question(s) regarding:

- Employee enrollments (FSA and HSA)
- Employee account status (FSA and HSA)
  - *Enrollment files are sent from UW System to CYC every Tuesday p.m. CYC generally processes the file within 1-2 business days. This means that a participants account is active 1-2 business days following the date the file is sent to CYC. Furthermore, CYC mails the participants payment card (if applicable) to their mailing address in HRS 7-10 business days following the date the file is sent to CYC.*
  - *Note: HSA activation could be delayed if an employee fails the customer identification process.*
- Employee annual pledge amounts (FSA and HSA)
- Employee per paycheck and/or year-to-date contribution amounts (FSA and HSA)

### Institutions should use the **UW System webpages** for:

- [FSA & HSA Vendor Change page](#)
  - Summary
  - Communications sent by TASC, ETF and CYC
  - Key dates
  - Frequently asked questions
- [Spending & Savings Accounts pages](#)
  - Overview
  - Eligibility
  - Maximum contribution amounts

- Forms & resources
- [Health Care FSA Unsubstantiated Claims page](#)
  - Basics
  - How to resolve claims
  - Communications
  - Payroll withholding process

**Institutions should submit their question(s) to their AG regarding the below. A ticket will be created and responded to as soon as administratively possible.**

- Operational related inquiries (e.g. enrollments, deductions, processes, file feeds)
- Policy related inquiries (e.g. clarification regarding policies, handbooks)
- Operational and/or policy resources discrepancies
- Situations that need to be escalated if a participant cannot get their questions answered by the vendors or the resources listed above.