

Benefit Connect & WageWorks

7/26/2016

The NCRO is aware of many issues arising with the launch of Benefit Connect and WageWorks, and we are communicating them to HR at FCA to identify and help get them fixed. Most of the issues are with WageWorks, which replaced Your Spending Account in administering the HRA and RHCA.

First, many retirees have not received the email or postal mailing with the Guides to the HRA and the RHCA and the new WageWorks Claim Form.

To help you, here are the links to the Guide and Forms:

[Log on to Benefit Connect](#)

[Log on to WageWorks](#)

[WageWorks Claim Form](#)

[WageWorks Guide - HRA](#)

[WageWorks Guide - RHCA](#)

The only automatic reimbursements being made by WageWorks are for the base Medicare Part B premiums and for NEBCO premiums, for those retirees who had received those automatically from YSA. We are told by FCA and have been told by WageWorks that those retirees who did not get the June reimbursement from Your Spending Account will get both June and July by the end of this month.

All other reimbursement will need to be filed for on line or by mail or fax. The documentation required by WageWorks for non-automatically reimbursed expenses is more strenuous than it was for YSA. Please read the Guide and Form or call WW (see below for tel number).

As of late July, many members have not yet received the Guides or Form due to snafus in email addresses and slow mailing. There were many "bad" email addresses in the files transferred from the prior administrator, for example.

IMPORTANT: Every Retiree who can access Benefit Connect or WageWorks on line should do that as soon as possible. **Log onto Benefit Connect atfcabenefits.ehr.com and establish a new username and Password. Then check all your information in your PROFILE and correct all errors and add any missing information** (email addresses, etc). Many email addresses are incorrect, and incorrect ones must be deleted. If you have Optional Life Insurance and Dependents, you need to check that information also. If there is a change you cannot make on line, call Benefit

Connect.

You must also indicate a Preferred email address -- and if you use your personal one, they may have to identify it as "Work"

WageWorks:

Accessing WageWorks on line: On the Benefit Connect site, you get to WageWorks directly using the icon for WageWorks in blue near the bottom of the home page. You must accept its lengthy User Agreement to access. You can create a claim here on an online form and either upload the supporting documentation or print the form you've completed and mail it or fax it with the needed support.

You can log into WageWorks directly. The address is login.wageworks.com and you **MUST** create a username and Password for that site -- though you can use the same ones as for BC.

Check your Profile information on WageWorks also.

We suggest retirees get their questions answered about WageWorks processes directly from WageWorks .

Forms can also be printed from the WageWorks site after you log in. Click on "Help" at the top of the home page.

Benefit Connect and WageWorks phone numbers: You may call **Benefit Connect at the usual [888 409 3300](tel:8884093300)**. If you want to reach WageWorks, press the prompt for HRA and RHCA claim questions when you hear it. Or, you may call **WageWorks directly at [877 924 3967](tel:8779243967)**.

Phone Hours: Hours for Benefit Connect reps are 8-4 Eastern M-F, and for WageWorks 8-8 Eastern M-F.

If, after attempting to resolve any issues with Benefit Connect or WageWorks, you are not successful, please let your NCRO know and provide your specifics to the NCRO Insurance Committee. They can be reached by email at <mailto:InsCom@NCRO.org>.

From: Your NCRO Insurance Committee