

FAQ – 2024 FSA Administrator Transition from Smart Choice (Alight) to HealthEquity

Question	Answer
<p>Who is HealthEquity?</p>	<p>HealthEquity is the current administrator for PayPal's Health Spending Account (HSA) and Health Reimbursement Account (HRA) Programs.</p> <p>HealthEquity will be the new administrator for PayPal's Flexible Spending Account (FSA) Program beginning January 1, 2024. This means all health spending account programs in the US will be administered by HealthEquity beginning in 2024.</p>
<p>Am I affected by the transition from Smart Choice to HealthEquity?</p>	<p>This transition will affect participants enrolled in the 2023 FSA program administered through Smart Choice (Alight), or participants who wish to enroll in FSA for the 2024 plan year.</p> <p>As we transition to a new FSA service provider, we encourage you to utilize your remaining funds by the end of the year to avoid having to submit to two providers. You can login @work or log in to YBR to view your account balance. Contact Smart Choice at 1-844-474-6641 to speak directly with their participant services.</p> <p>If you are a current FSA participant, look out for notices and reminders about this transition in the coming months.</p>
<p>Will I receive a new FSA debit card from HealthEquity?</p>	<p>Yes, if you enroll in Health Care (including Limited Purpose) FSA in 2024 during the Annual Enrollment period, you will receive a HealthEquity debit card and welcome kit on or around mid-December this year.</p> <p>A minimum annual election of \$50 is required to be issued a debit card.</p>
<p>I am enrolled in both the HRA (Health Reimbursement Account) with HealthEquity and the Health Care FSA. Will I get a new card?</p>	<p>If you are enrolled in the HRA (Health Reimbursement Account), managing your Health Care FSA (HC FSA) and your HRA is easy with just one card. Your HRA and HC FSA funds will be loaded into a single card. All eligible expenses will pay first from your HRA and will then pay from your HC FSA. If you don't use all your HC FSA funds, any remaining funds at the end of the year in your account (up to \$640) will carryover if you continue to participate in the Health Care FSA plan.</p>

	<p>Important to know: If you have been enrolled in the HRA plan and have a HealthEquity HRA card, you will not receive a new card in December. You can use your existing debit card until the card expiration date.</p>
<p>When is the last day I can use my Smart Choice Health Care (or Limited Purpose) FSA debit card?</p>	<p>Your Smart Choice debit card can be used to purchase eligible expenses until December 31, 2023. Your debit card will be deactivated beginning January 1, 2024.</p>
<p>Where do I file claims?</p>	<p><u>2023 Claims: Submit to Smart Choice</u></p> <p>Access your account @work or Log In to your Smart Choice Account. Contact Smart Choice at 1-844-474-6641 to speak directly with their participant services.</p> <p><u>2024 Claims: Submit to HealthEquity</u></p> <p>Access your account @work or Log In to your HealthEquity Account. Contact HealthEquity's Participant Services line at 1-866-346-5800 to speak directly with their participant services.</p>
<p>What's the deadline to submit 2023 Health Care FSA claims?</p>	<p>If you are participating in the Health Care (or Limited Purpose) FSA with Smart Choice in 2023, the claims runout period allows you extra time to submit your 2023 claims (receipts must contain 2023 dates). The claims runout period runs from January 1, 2024 through April 30, 2024.</p> <p>Note: Smart Choice will not process any claims with 2024 dates of service. If you enroll in FSA for 2024, file your 2024 claims with HealthEquity.</p> <p>Due to the reconciliation and balance transfer that will occur during the FSA service provider transition to HealthEquity, you can begin to access any carryover funds from 2023 (up to \$610) on July 1, 2024 (after the claims runout period ends).</p>
<p>I'm enrolled in the Dependent Care FSA plan this year. What happens if I don't use all my 2023 funds by the end of the year?</p>	<p>It's best practice to use all the funds in your FSA accounts within the plan year.</p> <p>If you don't use all your 2023 funds by December 31, 2023, you are allowed a grace period that runs from January 1 through March 15, 2024 and you can continue to incur expenses for reimbursement against your remaining 2023 DC FSA balance.</p> <p>In 2024, you must use your funds by the end of the plan year (December 31, 2024) as the DC FSA grace period provision ends effective the 2024 plan year.</p>

	<p>If you have questions, you can contact HealthEquity's Participant Services line at 1-866-346-5800 to speak directly with their participant services.</p>
<p>What's the deadline to submit 2023 Dependent Care FSA (DC FSA) claims, including claims I incurred during the 2023 DC FSA grace period (January 1, 2024 to March 15, 2024)?</p>	<p>If you have 2023 DC FSA claims ready to submit, access your account @work or Log In to your Smart Choice Account. Contact Smart Choice at 1-844-474-6641 to speak directly with their participant services. You will have until April 30, 2024 to submit 2023 claims (with receipts for eligible expenses incurred from 1/1/2023 to 12/31/2023) in the Smart Choice program.</p> <p>To ensure you have sufficient time to submit all expenses once the transition from Smart Choice to HealthEquity is complete, you will have an additional 60 days beginning July 1, 2024 to submit your expense(s) to HealthEquity.</p> <p>From July 1, 2024 to August 31, 2024, submit any 2023 claims in the <u>HealthEquity program</u>.</p> <p>Access your account @work or Log In to your HealthEquity Account. Contact HealthEquity's Participant Services line at 1-866-346-5800 to speak directly with their participant services.</p>
<p>I have unused 2023 remaining funds in my DC FSA and I incurred eligible expenses during the 2023 DC FSA grace period. When can I submit these claims to HealthEquity?</p>	<p>You can submit any claims incurred during the 2023 grace period (January 1, 2024 to March 15, 2024) to HealthEquity beginning July 1, 2024. Due to the transition, Smart-Choice cannot process any 2024 claims and a transfer of balance/reconciliation must be conducted between Smart-Choice and HealthEquity after the 4/30/24 claims run-out period.</p> <p><u>Important to know:</u> If you enrolled for DC FSA in 2024 and you submit your 2023 grace period claims prior to July 1st in the HealthEquity system, HealthEquity will apply that claim to your 2024 DC FSA balance. HealthEquity cannot reprocess your claim if you submit a claim prior to July 1st.</p> <p>Contact HealthEquity's Participant Services line at 1-866-346-5800 to speak directly with their participant services.</p>
<p>Where can I go if I have questions about my FSA account?</p>	<p><u>2023 FSA Service Provider: Smart Choice:</u></p> <p>Access your account @work or Log In to your Smart Choice Account. Contact Smart Choice at 1-844-474-6641 to speak directly with their participant services.</p>

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Key Dates to Remember

10/30/2023 to 11/13/2023	Annual Enrollment period. You can make your 2024 benefit elections in YBR (Your Benefits Resources) until 11/13/2023.
12/15/2023	HealthEquity debit cards and welcome kits will be mailed to you with instructions on accessing the HealthEquity member portal. Note, if you are enrolled in the HRA in 2024 (Health Reimbursement Account for Meritain Co-pay plan enrollees in grades 15 -19), your HRA and Health Care FSA funds will be conveniently loaded into one card. If you are new to HRA or Health Care FSA in 2024, you will receive a new debit card. If you have an existing HRA debit card, your FSA funds will be loaded onto your existing HRA debit card.
12/20/2023	You may create your login to view your 2024 election information and confirm accuracy. You may also order HealthEquity debit cards for any eligible Health Care FSA (or Limited Purpose FSA) dependent.
12/29/2023	Your last 2023 FSA payroll deduction will be deposited in your Smart Choice (Alight) FSA account
12/31/2023	Last day to use your Smart Choice Health Care FSA debit card.
1/1/2024	2024 Health Care / Limited Purpose FSA elections will be available for use. First day of the Dependent Care 2023 grace period
1/12/2024	Your first 2024 payroll contribution will be deposited into your HealthEquity FSA account(s). If you enrolled in the Dependent Care FSA plan, you would have funds available for use after this deposit has loaded to your FSA account.
3/15/2024	Last day to incur eligible expenses using your 2023 Dependent Care funds

4/30/2024	Last day to submit eligible 2023 claims in the Smart Choice program.
5/1/2024 to 6/31/2024	<p>Reconciliation, balance transfer and HealthEquity 2023 account set up begins.</p> <p>Any 2023 Health Care or Limited Purpose balance (above the IRS carryover limit of \$610) will be forfeited.</p> <p>HealthEquity will notify participants when 2023 carryover amounts (if any) will be accessible in your HealthEquity FSA account.</p>
7/1/2024	Extended 2023 claims runout period for the Dependent Care FSA plan begins. You can now submit any 2023 claims in the HealthEquity system (including any claims incurred during the 2023 grace period)
8/31/2024	Last day to submit any 2023 eligible Dependent Care FSA expenses (incurred from January 1, 2023 to March 15, 2024).

The rights, if any, of employees to participate in the benefit programs and to receive benefits under such programs are governed by the terms and conditions of the applicable benefit plans and PayPal policies (the "Benefit Plans"), rather than any summary or other communication. In the event of any conflict between any summary or other communication and the Benefit Plans, the applicable Benefit Plan shall control. Information contained in this communication does not create a right to employment and will not be interpreted as forming an employment contract or affecting an employee's employment status, which remains at-will. PayPal reserves the right to make changes or cancel any benefits at any time, at PayPal's sole discretion.