



Important MCAP and DCAP Transition Details

FIRST LAST
ADDR1
ADDR2
CITY, STATE ZIP5-ZIP4

Effective July 1, 2014, ConnectYourCare will be the plan administrator for the State of Illinois FY2015 Medical Care Assistance Program (MCAP) and Dependent Care Assistance Program (DCAP). WageWorks will continue to be the plan administrator of your FY2014 MCAP and/or DCAP account. Please carefully review the "Claim Timelines" section for submission dates and deadlines for WageWorks and ConnectYourCare (CYC).

Claim Timelines

FY2014 Claims: The last day to submit claims to WageWorks is the end of the run-out period, September 30, 2014. Between July 1 and September 30, 2014, WageWorks will complete claims processing for claims incurred from **July 1, 2013 through June 30, 2014**. If you have a balance in your WageWorks account after June 30, 2014, you will need to submit your grace period expenses (i.e., those incurred from July 1, 2014 through September 15, 2014) to **WageWorks** for processing. It is important to note that your **WageWorks healthcare card will no longer work after June 30, 2014**; therefore, all expenses incurred from July 1 through September 15, 2014, must be submitted to WageWorks for reimbursement by **faxing a paper claim form to WageWorks** at 1-855-291-0625. All reimbursement requests must be **received** by WageWorks no later than September 30, 2014.

FY2015 Claims: Beginning July 1, 2014, if you have exhausted your WageWorks account balance, submit your FY2015 MCAP and DCAP claims to ConnectYourCare for claims incurred from **July 1, 2014 through June 30, 2015**.

ConnectYourCare Online Account

- Beginning June 17, 2014, you will have access to your **ConnectYourCare** online account. Register as a new user at www.ConnectYourCare.com. During the registration process, you will create a user ID and password which you will use to login to your account after the account has been created. Once logged in, you will be able to view FAQs, eligible items and important account alerts.
- Set up Direct Deposit to receive reimbursements quickly.
- Register under Mobile Alerts to use the text messaging feature.
- Add your email address to receive notifications.
- Beginning July 1, 2014, when you login, you may view your account balance, claims history, payment card transactions and submit new claims online.

Access to your WageWorks online account will end December 2014.

Be sure to check your FY2014 account balance on the WageWorks website (www.wageworks.com) to identify your remaining account balance. You must request reimbursement of your remaining funds by September 30th. **Remember, funds remaining in your account after the run-out period will be forfeited!**

ConnectYourCare Payment Card

If you re-enroll in MCAP for FY2015, you will receive one ConnectYourCare payment card by July 1, 2014. The card will be mailed to your address on file with the State. You may begin using your new card July 1, 2014. **It is important to note that your WageWorks payment card will no longer work after June 30, 2014.**

You can order additional ConnectYourCare payment cards for your spouse and/or your dependent children at no additional cost. To order additional cards, log on to your account at www.ConnectYourCare.com and click "Payment Card" on the menu across the top. Select "Add Cardholder," add the dependent's information and submit by clicking "Add New Cardholder." You can also call CYC customer service at 1-888-469-3363 to request a card.

- Your payment card will be automatically activated the first time you use it. Please review the pamphlet included with your card, including information about approved merchants and the PIN capability on the card.
- When you use your payment card to pay for eligible expenses there is no need to file a claim online; however, you may still be required to substantiate the card transaction.

ConnectYourCare Claims Process

The preferred method, as well as the most efficient method to submit claims is through ConnectYourCare's website using the upload documentation feature or via fax. Claims may also be submitted via the CYC Mobile app.

For FY2015 Medical Care FSA claims not paid using your payment card and all Dependent Care FSA claims, follow these easy steps to enter a claim:

- Log into your online account or CYC Mobile application.
- Under "Payments and Reimbursements" select "I want to reimburse myself."
- Click "Create New Claim" and follow the easy steps on the screen to enter information about your claim.
- Continue through the screens and submit the required documentation via documentation upload or by fax.

For those who prefer to send a paper claim through the mail, claim forms are available by calling ConnectYourCare at 1-888-469-3363, or on the State of Illinois Benefits website at www.benefitschoice.il.gov.

Substantiating Payment Card Transactions

Though the need to submit receipts is minimized with automatic substantiation, claims must still be reviewed to ensure they comply with IRS regulations and receipts will be required in some instances. Be sure to keep your itemized receipts!

Certain claims will be auto-substantiated:

- **Known Copay:** Charges which match State of Illinois copay, or up to 5 times the copay amount.
- **Recurring claims:** Charges that exactly match the provider and dollar amount for a previously approved and substantiated transaction.
- **Real-time substantiation:** Charges that are verified as eligible expenses by the merchant, service provider or other third-party vendor.

Other claims will need to be manually substantiated:

- Doctor, dentist, and other provider visits where the amount paid is not equal to a known copayment.
- For FY2015 card transactions, ConnectYourCare will notify you by email if documentation is required to substantiate a claim (if no email is on file, CYC will send a letter via USPS). Employees can log into their online account at www.ConnectYourCare.com and select the "Payments and Reimbursements" to submit substantiation documentation. Select "Existing Claims," then "Payment Card Transactions." Select the specific payment card claim for substantiation.

What's Not Changing

Commuter Savings Program — Your Commuter Savings Program (CSP) will continue to be administered by WageWorks through FY2015. This program is separate from the FSA Program and is not administered by the new FSA vendor.