



BENEFITS ADMINISTRATION

FREQUENTLY ASKED QUESTIONS (FAQ)

What's changing?

In addition to the change in banks, you will now be able to log onto www.anthem.com/ca for all your medical and HSA accounts. You can view claims, submit reimbursement requests and view balances all thru one portal. You will also now have one dedicated customer service number for all medical and HSA inquiries.

Any contributions you sign up for in 2019 will be automatically deposited into your new PNC Bank account. Accounts under PNC will still have a monthly fee; however, the fee will now be lower at \$2.50/month.

Why is this changing?

As part of a re-branding of the Anthem Lumenos plan, Anthem is changing the name of the plan to Act Wise HDHP and moving their banking in-house. The plan coverages will remain the same.

What about my BenefitWallet Account?

In order to facilitate the change, Anthem is offering a one-time account transfer for all our participants and will be paying the \$25 BenefitWallet transfer fee. In order to be part of this you will need to complete the attached form and submit back to Benefits Administration by **November 16th**.

Should you wish to keep the funds in your BenefitWallet, please note that the monthly administration fee will still apply as well as the administration fee for PNC Bank beginning January 1, 2019. In addition, if you decide to transfer any funds to PNC at a later date, you will be charged a \$25 fee.

Can I continue to deposit to BenefitWallet?

As of January 1, 2019 we will no longer be able to make deposits into your BenefitWallet account, all contributions taken from your paychecks will be deposited to PNC Bank. You may wish to make deposits on your own through any banking agent but would not be eligible for the employer contribution or payroll deductions.

What if I will NOT be contributing next year or will be enrolling in an HMO plan?

If you will not be enrolled in the Anthem Act Wise HDHP plan for 2019, you will not have a new bank account set up with PNC Bank. You may leave the funds in your current BenefitWallet account and continue to use them.



Are there Investments available through PNC?

Investment of your HSA funds will be available through PNC Bank. For a list of investment options please visit <https://services.claremont.edu/benefits-administration/open-enrollment/>

How do I liquidate invested funds?

In order to transfer your funds, you will need to ensure you liquidate any invested funds. To do this please:

- Turn Off Automatic Investing Options
- Redeem the entire amount of your investment
- Funds will be deposited to your HSA Account
- For assistance please call 877-728-3359

What if I don't currently have an HSA account or any funds?

If you do not have an active BenefitWallet account, you do not need to take further action. Please note that if you enroll in Act Wise HDHP for 2019, you will have a PNC account automatically opened on your behalf.

Accounts with no activity after 90 days will be closed automatically.

What do I do next?

- **Funds Transfer** - If you wish to be part of the employer sponsored transfer option and have your BenefitWallet funds moved to PNC Bank, please complete the attached authorization form and submit to Benefits Administration **by November 16th**.
- If you have invested your HSA funds, you will need to liquidate them before the transfer date.
- Enroll in your 2019 benefits during Open Enrollment as usual.

When will my BenefitWallet funds be transferred?

In order to ensure you have access to funds through the winter break and while PNC establishes your new account, we will begin the transfer process in mid-January. If you elect to be part of the transfer option, you will receive a notification of the exact dates in early January.

For questions or assistance please email BENREPS@claremont.edu or call us at 909-621-8151.