



# 2014 Employer Renewal Packet





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# Make the Most of your FSA Program

## Don't Lose Value by Overlooking Employee Education

By offering a FlexSystem Flexible Spending Account (FSA), you provide a valuable benefit to your employees. But it is also important to let them know **why** they would want to participate. Increased participation not only helps your employees save money, it also benefits your bottom line!

***Increased participation leads to greater tax savings for both employees and employers!***

### A Win-Win Opportunity

- Your employees save nearly 30% on their eligible healthcare and/or dependent care expenses by using pre-tax dollars.
- Employers save on payroll taxes for each and every dollar of employee participation.
- Employers owe no payroll taxes on employee FSA contributions.
- With increased participation rates, employer tax savings can offset the cost of FSA administration.
- New carryover option attracts more Participants to the healthcare FSA, thereby increasing employer tax savings.

You will see increased employee satisfaction and retention by offering this attractive employee benefit.

### Provide Education on the Plan Benefits

Education helps your employees understand the “true cost” of healthcare and realize the valuable tax savings of an FSA:

- Group meetings
- Introductory letters
- Online tax savings calculator ([www.tasconline.com](http://www.tasconline.com))
- Educational materials (flyers, posters, etc.)

### Employer Savings Example

Average participation in an FSA: 20-30%

#### 25 Employees

Average election of Healthcare FSA Dollars: \$1,500  
= \$37,500 in pre-tax dollars

#### 10 Employees

Average election of Dependent Care FSA Dollars: \$5,000  
= \$50,000 in pre-tax dollars

Total = \$87,500

Multiplied by Employer's FICA contribution of 7.65%  
= \$6,693.75 in Annual Employer Savings\*!

***The Plan Pays for Itself!***

\*This amount increases if you include the savings in healthcare premiums!



### Promote the Attractive Plan Features

- The **TASC Card** provides a convenient way for your employees to pay for eligible out-of-pocket expenses directly from their available FlexSystem balance(s).
- The state-of-the-art **MyCash Manager** within MyTASC gives your employees the power to manage their MyCash reimbursement funds how and when it's convenient for them.
- **TASC Mobile** offers a free **mobile app** and **text messaging** that allows FlexSystem Participants to access their account from anywhere at any time!



# MAKE THE SMART CHOICE FOR YOU *and* YOUR EMPLOYEES.

- » Increase Annual Contributions.
- » Increase FSA Participation.
- » Increase Tax Savings.

## Carryover adds value to your medical FSA.

Employers and consultants have long been hoping for a carryover policy to improve Flexible Spending Accounts. The wait is over! New government regulations now allow Participants to carryover a portion of their unused medical FSA balance (up to \$500) to the next Plan Year.

### Putting money in an FSA is smart and safe.

Carryover is a strong motivator for enrollment in an FSA. It ensures the Participant a safety net when determining how much money to set aside in the medical FSA each year. There is no risk to contribute at least \$500. At the end of the Plan Year, if medical expenses are below that amount, the Participant **can carryover up to \$500 and use it during the next Plan Year—with no cost or penalty.**

### How do employers benefit from Carryover?

When employers offer a medical FSA with Carryover, not only are employees 2-3 times more likely to enroll in the FSA in the first place, they're also more likely to elect higher annual contribution amounts. Increased participation and increased contributions mean increased tax savings for you!

#### ELIGIBLE EMPLOYEES (100)

INCREASE ANNUAL CONTRIBUTIONS			
Medical FSA	Without Carryover	With Carryover	Your Numbers
Participants	30	30	
Annual Contribution	\$1,200*	\$1,500	
Total Contributions	\$36,000	\$45,000	
<b>Your Tax Savings</b>	<b>\$2,754**</b>	<b>\$3,442</b>	

\*Based on TASC's average Participant contribution.

\*\* Based on average 7.65% savings.

INCREASE PARTICIPATION			
Medical FSA	Without Carryover	With Carryover	Your Numbers
Participants	0	30*	
Annual Contribution	\$0	\$500	
Total Contributions	\$0	\$15,000	
<b>Your Tax Savings</b>	<b>\$0</b>	<b>\$1,147</b>	

\*Assumes 100% increase in participation.

**By boosting annual contributions and increasing participation, this employer saved \$4,589 (\$3,442 + \$1,147), a 60% increase!**

All new FlexSystem medical FSA Plans will include Carryover, unless you opt-out during Plan set-up or renewal.

*Be Smart!* Encourage your employees to enroll in a medical FSA today.

# Renewal Checklist: Review and Renew

## TASC Innovations

TASC continues to invest in FlexSystem. Ongoing enhancements increase ease, efficiency, and customer satisfaction. Some of the more recent innovations at TASC include the following:

- **Online Request for Reimbursement Form** – Now Participants can submit Requests for Reimbursements *along with substantiation* from the online Request for Reimbursement Wizard in MyTASC.
- **Online Amendments** – Existing Clients with changes to their benefit offering, eligibility description, etc. may use any of the standard Plan amendments available on the website at no charge. Clients must download and adopt the restated TASC Plan Document to use these amendments.
- **New Summary Plan Description (SPD) format** – The SPD is downloadable from MyTASC and includes detail on benefit descriptions, status change events, etc.
- **TASC Card Management** – Participants can log in to their MyTASC account and click TASC Card Management to request a dependent card online.
- **MyCash Manager** – Participants can manage their MyCash reimbursement funds online and schedule transfers to a personal checking or savings account from the MyCash Manager in MyTASC.
- **MyTASC Mobile App**: Use a smart phone to submit a Request for Reimbursement with substantiation, 24/7!

To keep abreast of all TASC news and updates, visit our Group Client News website, the TASC Tracker: [www.tasctracker.com](http://www.tasctracker.com). We regularly post about changes, enhancements, and other important items related to your TASC Plan, so visit the site often or subscribe to the site to receive convenient email updates!

## Notification Features Available on MyTASC

**Participant communications may be sent via email or text message.**

Sign up online at [www.tasconline.com](http://www.tasconline.com). A valid email address is required for Participants to access their account information via the web and to receive email notifications about their reimbursement requests and account status. Employees without an email address may set one up for free with an email hosting service such as Gmail, Hotmail, Yahoo, etc. The perfect time to collect and enter their email address in MyTASC is at enrollment time.

**Notifications are sent for any of the following:**

- Current balance information before the end of the Plan Year, includes Grace Period and Run Out Period
- Upon receipt of a Request for Reimbursement (RFR)
- When a Request for Reimbursement has been paid
- When a Request for Reimbursement has been denied

## Renewal Basics

- **Update all Plan information in MyTASC for the new Plan Year.** All information must be completed before your Participants can enroll. Refer to the details in Step 1 of the Employer Enrollment Guide.
- **Plan Amendments:** If you have made changes to your Plan, such as added or removed a FlexSystem benefit, changed eligibility requirements, or changed your Tax ID, an amendment must be completed. To adopt the changes in your Plan, go to <https://www.tasconline.com/flexsystem-plan-amendments> and follow the instructions. The amendment must be completed prior to the start date of your new Plan Year.
- **Download your new HIPAA Business Associate Agreement (BAA)** from <https://www.tasconline.com/hipaa>. This document is for your records; do not return to TASC. Please note, this does not apply to POP Only and HSA Only Plans.
- **Determine how you will collect your eligible employees enrollment information:**
  - **Paperless (online)** - The easiest and most efficient method for enrollment is online enrollment. Employees simply enroll online at [www.tasconline.com](http://www.tasconline.com). Set your online enrollment options on your Profile page. You may allow eligible employees to enroll online all year or just during the annual open enrollment period. Provide employees the “How to Enroll Online” flyer included in the renewal download.
  - **Paper enrollment** - For those employees who cannot enroll online, customized paper enrollment forms are available in your MyTASC account under the Enrollment Management screen. Employees return these forms to you for entry into MyTASC. Details are in Step 2 of the Employer Enrollment Guide.
- **Communicate and Provide Education to your eligible employees.**
  - Set a deadline date that your open enrollment period will end. Be sure to leave yourself enough time to finalize the enrollments at least two (2) weeks prior to the start date of your new Plan Year.
  - If your Plan renews on January 1, enrollments must be finalized no later than December 7 to ensure new Participants receive TASC Cards by January 1.
  - Notify eligible employees of their salary reduction limits for each Plan type. Keep in mind, the medical out-of-pocket expenses reimbursement Plan maximum limit is pro-rated for short Plan Years. See additional details on the flyer included in this kit.
  - Communicate the open enrollment deadline date to your eligible employees and provide them with educational materials and enrollment information accessible at the FlexSystem Renewal Resource (see link on page 1).
  - Print all materials and distribute paper copies to eligible employees. Notify employees that a valid email address is required to access the online enrollment and their account via the web.
  - Employees without a valid email address may set one up for free with an email hosting service such as Gmail, Hotmail, Yahoo, etc. Only benefit related emails are sent to this address; no SPAM or other notifications are sent.
- **Begin the Enrollment Process:** Participants enroll online or complete the customized Enrollment Form.
- **For Paper Enrollments only, update the Participant’s elections in MyTASC.** Refer to Step 4 of the **Employer Enrollment Guide**.
- **Finalize your Enrollments:** Review Participant contribution amounts and submit online.
- **Distribute the Summary Plan Description (SPD) to all Participants at the beginning of each Plan Year.**
- **Form 5500:** Employers that have 100 or more Participants in the Medical (Out-of-Pocket) Flexible Spending Account only, in any given Plan Year, must file a Form 5500 after the close of their Plan. Compliance is the employer’s responsibility and failure to file the annual return can result in penalties. Form 5500 must be filed by the last day of the seventh month after the Plan Year ends. If needed, a one-time extension may be requested by filing IRS Form 5558 by the date of the original filing deadline.

If you would like TASC to complete your Form 5500 filing, go to [www.tasconline.com/5500](http://www.tasconline.com/5500), complete the 5500 Data Request Form, and submit it to TASC. Upon receipt of your completed Data Request Form, TASC will prepare the Form 5500 and Summary Annual Report (SAR). It is the employer’s responsibility to sign and submit the Form 5500 electronically. Once TASC has prepared the forms, an email will be sent with instructions on how to sign and submit your Form 5500.

No further communication will be sent out regarding Form 5500. If TASC does not receive your completed Data Request Form, it is assumed that you do not wish to utilize this service.

*The information in this communication is confidential and may be used by the authorized recipient only for its intended purpose only. Any other use or disclosure is prohibited.*

# Employer Enrollment Guide: Step-by-Step Instructions

## Step 1: Renew or Set Up Your Plan

Enter all of your Plan information under Plan Management and verify that it is accurate and complete. This is critical to ensure your new Plan is set up correctly. If you choose to add the TASC Card, complete the TASC Card Application and submit it to TASC.

- a. Log in at [www.tasconline.com](http://www.tasconline.com) using your username and password. These can be obtained through the web site or by contacting Customer Care at 1-800-422-4661.

- b. Click on the Plan Management link.

- Renewing clients select Renew.
- New Clients select the Details link.

- c. Enter Payroll Verification Report dates.

- Enter the dates TASC should expect to receive the Participant payroll contributions for each payroll cycle. **All dates must be entered.** This is very important to ensure the payment of Participant Requests for Reimbursement will not be interrupted.

The PVR funding dates are the dates the ACH transfer is initiated from your account. The actual transfer may be 1-2 days later. The PVR date does not have to be the same date as the Participant's pay date; however, it should be close to the pay date to ensure funds are deposited in their account about the same time as it is deducted from their pay.

- d. Enter the Plan's account information.

- Eligibility requirements
- Plan maximums – Medical Out-of-Pocket Expenses Plans have an annual maximum limit of \$2,500 (indexed for inflation) for employee salary reductions. Short Plan Years must pro-rate this amount. Employer contributions are not included in this limit. Verify your maximum on the Plan does not exceed the regulatory limit.
- TASC Card Copay Amounts (if card is elected for use with benefits).
- Number of days for Runout Period and Grace Period.
- Number of days for a terminated Participant's Runout Period, if applicable to your Plan.
- If changes are made to your eligibility requirements or if a new benefit is added or removed, an amendment must be completed for your Plan. Go to: <https://www.tasconline.com/flexsystem-plan-amendments> to download and adopt the applicable amendment.

Type	Description
Part-time	24 hours a week

## Step 2: Select Enrollment Option

View the online enrollment process in this short presentation:

[http://portal.sliderocket.com/BOORR/FX\\_1021\\_102313-FlexSystem-Online-Enrollment](http://portal.sliderocket.com/BOORR/FX_1021_102313-FlexSystem-Online-Enrollment).

- Enrollments must be submitted (finalized) **at least 2 weeks prior to your new Plan Year start date. Plans with a January 1 effective date need to have enrollments submitted by December 7.** This is to ensure new Participants receive TASC Cards by January 1.
- Set your online enrollment options on your Profile page. You may allow Participant's to enroll online all year or just during the annual open enrollment period.
- From the Participant Management page, select the Enrollment Management link.
- To obtain a list of Participant usernames (Participant TASC IDs), select Download Microsoft Excel Enroll Spreadsheet.
- For paper enrollments, select Download Customized Enrollment Forms.

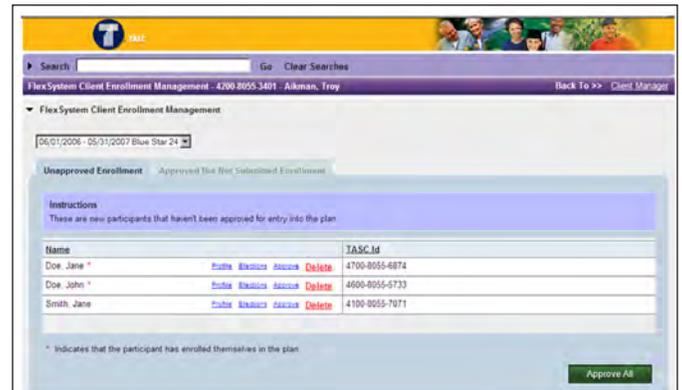
## Step 3: Communicate and Educate

- Set a deadline date for your enrollment period to end and communicate the deadline to all eligible employees. Remember to leave yourself enough time to finalize the enrollments at least two weeks prior to the start of your new Plan Year or by December 7 for January 1 Plans.
- Distribute the educational materials to all eligible employees from the renewal download at: [www.tasconline.com/flexsystemclientrenewal.html](http://www.tasconline.com/flexsystemclientrenewal.html). Additional materials are available at [www.tasconline.com/flexsystem-documents](http://www.tasconline.com/flexsystem-documents).
- Provide FSA eligible employees not currently enrolled in FlexSystem with the Client ID for the Plan. New enrollees need the Client ID to access the enrollment site. Prospective employees with questions concerning the Plan, can enter the Client ID when calling TASC to be quickly routed to a FlexSystem Customer Care Specialist.

## Step 4: Enroll Employees

All enrollments are entered online at [www.tasconline.com](http://www.tasconline.com). You may begin to complete the enrollment process at any time, even if you do not have all of your employee's enrollment information. Prior to starting enrollment, select the Plan Management link and verify the plan shows a Set Up status.

**For all enrollments**, review and update each employee's email address and phone number in MyTASC. An **email address is required** for a Participant to access their account via the web and to receive claim payment and account status notifications. No SPAM or other emails are sent to this address. By entering the home or mobile phone numbers, Participants calling from these numbers are swiftly identified and routed directly to a FlexSystem Customer Care Specialist. Participants appreciate how quickly this routes them through the phone prompts. Phone numbers are used for phone recognition only.



- Online Enrollment – Eligible employees complete their own enrollment online.
  - Distribute the “How to Enroll Online” flyer to all eligible employees. (Distribute all additional enrollment materials at this time.)
  - A valid email address is required for the employee to access online enrollment and account information via the web. Employees without an email address may set one up for free with an email hosting service such as Gmail, Hotmail, Yahoo, etc.
  - Once employees have completed their enrollment, log in to your account and review each enrollment for accuracy.
  - Select the Enrollment Management link, select the Plan, and view all employees that have completed their enrollment. A red asterisk next to an employee's name indicates they have completed their enrollment.

- b. Paper Enrollment – To enter **Existing** Participants (re-enrollment).
  - Select Enrollment Management and the new Plan Year from the drop down.
  - Locate the employee, select Profile, **enter their email address and phone number**, and verify the street address. A valid email address is required for employees to access their account via the web.
  - Go back to the employee list, select Elections and enter the annual election for each benefit.
  - Review the information and select Save to complete.
  - Repeat the above for all employees.
- c. Paper Enrollment – To enter **New** Participants.
  - From the Enrollment Management screen, select the new Plan Year from the drop down and select Enroll Participant, then New Participant.
  - Enter the employee's name, **email address, phone number**, and street address, and select Next. A valid email address is required for employees to access their account via the web.
  - Select their elected benefits, enter the annual election amounts and select Next.
  - Review all information and select Save to complete.
- d. Enrollment via an Excel Spreadsheet.
  - From the Enrollment Management screen, select the new Plan Year from the drop down.
  - Select the Download Enrollment Input File link.
  - Click Download in the first pop-up window and Open in the next.
  - Enter or modify your employee's information following the column titles. You may copy and paste from your database; however, **do not change the existing format** of the FlexSystem spreadsheet.
  - Ensure each Participant has an email address listed on the spreadsheet. Email addresses are required for Participants to access their account via the web and to receive email notifications about their claim payment status. Enter an email address for all Participants missing this information. (Participants will only receive emails concerning their claim and account status.)
  - Be sure to enter in the **Client ID and Plan ID for all Participants**.
  - Once all employees have been entered on the spreadsheet, save the file to your local drive.
  - Return to your Enrollment Management tools and select Upload Microsoft Excel Enroll Spreadsheet.
  - Click Browse, find and highlight your saved file, and select Open. (After selecting Open, you must refresh the page by going to Client Manager and then back to Enrollment Management to continue.)
  - Choose the Plan Year in Setup, select the Approved but not Submitted tab and you will see all of your Participants. Note: If employees are listed in the Unapproved Enrollment tab, then the upload failed. Look for an email from TASC to tell you what is wrong and why the upload failed.
  - Select Submit and the Plan will open to the new Plan Year's Payroll Verification Report.

## Step 5: Finalize Enrollments

Once you have all enrollment information entered and confirmed for accuracy, submit your enrollments.

- a. For Online or Paper Enrollments, select the Unapproved Enrollment tab and verify your employee's elections.
- b. Select the Approve All button or select employees individually and select OK.
- c. After all enrollments have been approved, select the Approved But Not Submitted tab, select Submit.  
**This step must be completed for enrollments to be finalized.**

## Step 6: Review Contributions & Funding

View the online Payroll Verification Report (PVR) to verify Participants' deduction amounts and review your current funding selection. This must be completed **after** the Start Date of your Plan and **before** your first Payroll Verification Date.

- a. Select Client Manager and then Payroll Verification Report.
- b. Select the new Plan Year and review all Participants' deduction amounts. The amounts in MyTASC must match each employee's payroll deduction amount.
- c. To view the total deduction amounts for each benefit, select the By Benefit link at the top left of the Participant Listing next to By Participant.

- d. Edit deductions that are incorrect for each Participant.
  - Select the Account link next to the Participant's name.
  - Select the Contribution Tab.
    - Click on the Change link.
    - Uncheck the box for Auto Adjust (bottom left of page) prior to changing the contribution to also change the annual amount. Leave it checked to only change the contribution amount.
    - Edit the contribution amount(s).
- e. **Submit payment** by selecting the Submit button. Be sure to do this in advance of the Expected Date of Receipt listed on the Payroll Verification Report (PVR) Date. This will ensure funds are available for Participants' Requests for Reimbursement. Note: this portion of Step 6 is not necessary if the Auto ACH feature has been enabled on your Plan.

## Step 7: Carrier Data

Enter your carrier information by selecting the Client Carrier Information link on the Client Manager page under the General options. Simply select the Carrier from the drop down list, enter the group number, status and Plan Year.

## Step 8: Summary Plan Description (SPD)

Your Participants are now enrolled and your FlexSystem Plan is in place and operating. You must now download the Summary Plan Description and deliver it to all FlexSystem Participants. The Summary Plan Description will be available online following your Plan start date. To access your Summary Plan Description:

- a. From the Client Manager screen, select the Plan Management link.
- b. Select View SPD.
- c. Review your Summary Plan Description to ensure all information is accurate.
- d. Distribute the Summary Plan Description to all Participants in the Plan.



# TASC Claim ConneX™ Simplifies the Claim Process!

Our Claim ConneX™ service option alleviates the time outlay and labor costs associated with claims processing through our DirectPay HRA and FlexSystem FSA programs.

Similar to the TASC Card, Claim ConneX is designed to streamline and simplify the reimbursement process and to reduce workload for all concerned. This electronic auto submittal and auto adjudication of claims will come at no additional cost to the Client or Participant. Our goal with this technology, as always, is to increase customer satisfaction!

## How it Works

Employers who choose the Claim ConneX service pay no additional fees, and simply submit the completed *Claim ConneX Client Authorization & Enrollment Form* to TASC. We then determine compatibility with the carrier and begin working with them to establish the workflow.\*

Once Claim ConneX is established for a DirectPay and/or FlexSystem Plan, TASC begins to receive claims automatically from the insurance carrier on behalf of the Participant.

## Ease and Speed for Your Benefits Program

Employers who enroll in this technology receive faster administrative service and increase the value of their employee benefits program.

✓ **Service will be faster and more efficient.** Plan Participants no longer need to submit a *Request for Reimbursement* or provide claim substantiation. With Claim ConneX, the entire process is automated and turnaround time is greatly reduced!

✓ **Employee satisfaction will be increased.** Greater coordination and integration between health insurance carriers and the reimbursement plan will mean fewer questions about “when and how” to submit claims, or whether a claim is in process.

✓ **Paperwork will be reduced!** This is just one more example of how TASC is going green. And with less paperwork, quality will increase and privacy of personal health information will be further protected.

\*Please note, in some cases TASC may need to obtain a carrier-specific authorization form. In addition, while most carriers will perform electronic claim feeds for benefit accounts (i.e. FSA, HRA, HSA, etc.), certain carriers may not be equipped to do so; Claim ConneX is not available for those carriers at present. In either case, TASC will contact you.

## Employer Features

- Faster, easier service!
- No cost to utilize
- Reduces manually filed claims
- Maximizes employee benefit program
- Saves time with carrier file feeds
- Saves time with mass claims processing
- Works for businesses of all sizes

## Participant Features

- No need to submit a Request for Reimbursement (RFR)
- No need to submit substantiation (keep receipts for personal records)
- Eliminates risk of fax transmission error
- Quicker reimbursement from TASC

For enrollment information, please visit:  
[www.tasconline.com/claimconnex/](http://www.tasconline.com/claimconnex/)

*Claim ConneX is available with a wide variety of sizes and types of carriers: National carriers such as BCBS, regional carriers and small HMOs.*

*Contact us today to find out if we have your carrier connected!*



Total Administrative Services Corporation

2302 International Lane | Madison, WI 53704-3140

FSA | HRA | HSA | COBRA | FMLA | ERISA | PAYROLL

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