



The following are Frequently Asked Questions (FAQs) and answers regarding the transition from TransitChek to HealthEquity as your commuter benefit plan administrator, effective with the August 2021 benefit month.

## **FAQ: Transition**

### **1. Will my current election be transitioned to the new platform for the August benefit month?**

Yes, the election you have for the July benefit month will be transferred to the HealthEquity platform for the August benefit month. However, any changes made in the TransitChek system anytime in June will **NOT** be reflected when your account is set up in the HealthEquity platform. If you want to enroll, need to make an election change, or need to unsuspend your account in June (for the August benefit month) you **MUST** register on the new HealthEquity site, [healthequity.com/wageworks](https://healthequity.com/wageworks), and log in between June 24, 2021 and July 4, 2021 to make that change; the window to make your election closes at 11:59 p.m. EST.

### **2. Will I receive a new debit card?**

Yes, if you currently hold a TransitChek Quick Pay Card you will receive a HealthEquity Commuter Debit Card<sup>1</sup> between July 20 and July 31. The card will be mailed to your home address on file with HealthEquity. Additional cards may be requested through the Participant Site 'Card Center' tab for spouses and/or dependents.

### **3. Will my current Quick Pay Card still work?**

If you have a TransitChek Quick Pay Card, it will remain active through the last day of your final month on the current platform, July 31, 2021.

### **4. What will happen to the current balance on my Quick Pay debit card?**

Unclaimed pre-tax balances remaining on your current TransitChek Quick Pay Card as of July 31 will be transferred to your HealthEquity Commuter Card on August 23. Any post-tax balances will be refunded to you directly from HealthEquity. You will not have access to your QuickPay Card balance between August 1 and August 23.

### **5. What will happen to my Premium TransitChek MetroCard?**

Your Premium TransitChek MetroCard (PMC) will remain active. The record of your PMC (identified by a serial number) will transfer to the HealthEquity platform and you will keep your current card. You can log into the HealthEquity website between June 24 and July 4 to check your serial number for accuracy.

### **6. What will happen to my Parking Cash Back account balance?**

The balance in your Cash Back account will be transferred to your new HealthEquity Pay Me Back Account on or about September 23 as a credit towards a future benefit month election. Credits will reduce your payroll deduction amount. August 31 is the last date you will have access to submit claims against your current TransitChek Cash Back account balance, and claims must be for expenses incurred on or before July 31, 2021.

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<sup>1</sup>Your HealthEquity Visa Commuter Card can be used at designated transit agencies and parking providers everywhere Visa debit cards are accepted. Your HealthEquity Visa Commuter Card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC. © 2020 HealthEquity, Inc. All rights reserved.

## **FAQ: After the Transition**

### **7. What are the pre-tax election limits?**

In 2021, the Internal Revenue Service (IRS) mandated pre-tax contribution limits are \$270 for parking and \$270 for transit. Elections exceeding the IRS limits will be deducted from your paycheck on a post-tax basis. For example, if you select a transit pass that costs \$300 per month, \$270 will be deducted from your paycheck pre-tax and the remaining \$30 will be deducted from your net pay.

### **8. What is the enrollment/election change deadline?**

Election changes for the upcoming benefit month must be made by the 4<sup>th</sup> of the prior month. For example, to make an election/change for the October benefit month, you must do so on or before September 4.

### **9. What do I do if I cannot locate my parking garage on the list of garages available?**

Providers in the catalog will have the payment address already on file, and this address cannot be changed once the provider is selected. If your parking provider is not listed, select “Don’t See your Parking Location?” to enter the provider’s information manually. Parking Pay My Provider can only be offered for domestic providers. Participants who use international providers will need to elect Parking Pay Me Back.

### **10. When can I file my Parking Pay Me Back claims? Can I submit my claims without an order in place?**

You must first have a Parking Pay Me Back order placed for each month to request reimbursement of your out of pocket parking expenses incurred during that month. You can submit your claim on or after the first day of the benefit month when you will use the service. For example, if you placed a Parking Pay Me Back order for the August benefit month, you may submit your claims for August expenses on or after August 1.

### **11. How long do I have to submit a claim for reimbursement for my Parking Pay Me Back election?**

You must submit your claim for reimbursement within 180 days from the last day of the benefit month. For example, if you elected a Pay Me Back election for the month of August, you would have until the end of February to file a claim.

### **12. What happens if I do not submit a claim for my Parking reimbursement within 180 days?**

Funds that are not claimed within 180 days are turned into a credit and used to reduce the pre-tax portion of future elections while you are an active employee. This is one of the major differences between the old Cash Back account and the Pay Me Back Account.

### **13. What should I do if I haven’t received my pass?**

If your transit pass does not arrive by the first day of the benefit month, first log in to your HealthEquity account to ensure your order was placed on time and that you provided the correct home mailing address. Missed order deadlines and incorrect home mailing addresses are the most common reasons people don’t receive their transit passes. If you met your order deadlines and provided the correct home mailing address but your transit pass was not delivered on time, you may be able to receive reimbursement for your order. Please call HealthEquity Customer Service within the first three business days of that benefit month to report the missing order.

You will be asked to pay for your commuting expenses directly and then submit the Special Handling Form, along with a receipt, if you qualify for a reimbursement.

Keep the following in mind:

- If you move, be sure to update your address as soon as possible. Reimbursement is only available for never-received passes that were mailed to your address on record.
- Please follow the instructions carefully as some transit authorities have their own lost pass procedure.
- Reimbursement forms for never-received passes cannot be submitted until the 1st of the month of usage and no later than the 10th of the month of usage.
- Only one lost pass claim per calendar year is permitted. If another claim is made in the same year, it will not be processed.
- Reimbursement checks for never-received passes are mailed daily.

**14. What should I do if my original pass arrives after I have purchased a replacement pass?**

Return the original pass to HealthEquity, along with a completed Special Handling Form, immediately to the address on the form. HealthEquity will work with the issuing transit authority to obtain a credit for the original pass. Keep in mind that some transit authorities have strict timelines for issuing credits or no return policies, so you may not be eligible for a credit. If you have any questions, please contact HealthEquity.

**15. What should I do if I receive the wrong pass in the mail?**

If you receive an incorrect pass, contact HealthEquity immediately for instructions and a Special Handling Form. You may be asked to pay for your commuting expenses directly and then return the incorrect pass, along with a completed Special Handling Form, to HealthEquity at the address on the form. You will receive a reimbursement check for your out-of-pocket expenses. Checks are mailed daily.

**FAQ: Commuter Pre-tax Credits**

**16. What are Commuter Pre-tax Credits?**

Commuter pre-tax credits on the new HealthEquity platform are credit balances from the transfer of a TransitChek Parking Cash Back account balance, parking Pay Me Back contributions not used for reimbursement after the 180-day claim deadline, or credits issued for returned commuter passes.

**17. How do I use commuter pre-tax credits in the HealthEquity system if I have a transit and a parking election?**

To use commuter pre-tax credits, you must be an active employee at your company. You must be enrolled for a monthly commuter election in the HealthEquity system (transit and/or parking). Credits appear on your HealthEquity Dashboard and Program Details page.

Commuter credits are applied to reduce your future pre-tax payroll deductions. If you have a transit order, the credit balance will be applied to reduce your pre-tax payroll deductions for your month's benefit order. The same would be true for a parking order. If you have both a transit and parking order, any available credits are applied towards the benefit type of the credit's original source. Any remaining credit is applied towards the other benefit type.

Let's look at two different scenarios on how you can use commuter pre-tax credits.

Example 1	Example 2
You have a commuter pre-tax credit for \$200.	You have a commuter pre-tax credit for \$350
You have a monthly commuter pre-tax election in the HealthEquity system for \$80.	You have a monthly commuter transit election in the HealthEquity system for \$300. (Note: \$270 is the pre-tax limit based on 2020 IRS limits and \$30 is the remaining post-tax difference.)
You will have <b>NO</b> payroll deductions for the first and second month after your pre-tax credits are loaded into the HealthEquity system.	You will have <b>NO</b> pre-tax payroll deductions for the first month after your pre-tax credits are loaded into the HealthEquity system  You <b>WILL</b> have a \$30 post-tax payroll deduction from your paycheck since credits can only be applied up to the IRS monthly pre-tax limit.
In the third month, if your order stays the same, then a \$40 credit will be applied, and a \$40 pre-tax payroll deduction will be processed from your paycheck.	In the second month, if your order stays the same, then a \$80 credit will be applied; a \$190 pre-tax payroll deduction and a \$30 post-tax payroll deduction from your paycheck will be taken.
In the fourth month, if your order stays the same, then a full \$80 pre-tax deduction will be processed from your paycheck since you have exhausted all your pre-tax commuter credits at this point.	In the third month, if your order stays the same, then a full \$270 pre-tax payroll deduction and a full \$30 post-tax payroll deduction will be processed from your paycheck since you have exhausted all your pre-tax commuter credits at this point.

### 18. What else should I know about Commuter Credits?

There is no expiration date on commuter credits. You can never file claims against pre-tax commuter credits. They are used to offset the future pre-tax portion of your commuter election. When you terminate employment with your company, you have 180 days after an expense was incurred to file claims against your Pay Me Back (PMB) parking balances. You cannot file claims against your Commuter Credits. Credits will be forfeited to your employer and cannot be given back to you under applicable IRS Rules and Regulations.

### 19. Where can I find additional resources and information about my new Commuter Benefits?

For more information or resources, please visit [healthequity.com/wageworks](https://healthequity.com/wageworks) and select 'Employees' then 'Commuter Benefits. You can also reach a HealthEquity customer service representative at 1-855-692-2966.