



## April HRA Renewal Employer Transition Guide

We are looking forward to welcoming you to our new benefits administration system! We've put together this quick reference guide of useful information about the changes that will affect your HRA plan. Please contact us at any time with questions, and we'll be in touch with more information along the way.

### Claim Reimbursement Enhancements

#### Daily claim reimbursement is now an option

- Note that we will still require up to two business days to process claims prior to payment. Please tell us on the Data Verification Form if you'd like to change your arrangement. If you offer check reimbursement, checks will be on the same schedule as direct deposit reimbursement.

### New Employer Portal

#### <https://hr.probenefits.com>

- You'll receive new login information once your plan is set up.
- Some reports will look a bit different, but we'll still make sure to keep you well-informed about your plan. And you'll have access to more reports you can run yourself whenever you need them.

### New Participant Portal

#### <https://my.probenefits.com>

- Participants will be able to easily file claims, submit requested card documentation (if applicable), and view real-time account balances.
- Participants can even sign up for text alerts to be notified quickly about important account information.
- Participants will need to create new usernames and passwords by clicking on the link for "Create your new username and password" under New User.

### New Mobile App

#### New and improved Mobile App for your participants

- The new mobile app allows for improved claim submission and real-time balance inquiries.
- Participants will need to delete their old app, labeled "ProBenefits Mobile;" and download the new one, labeled just "ProBenefits" with a yellow apple icon, from the App Store or Google Play.

## If You Have the Debit Card With Your Plan:

### No more pre-funding requirement for debit cards

- Replacing the pre-funding requirement means that your account will be drafted as funds are used by your employees. You will receive a return of the prefunding amounts held by our current card provider within a couple months.

### All participants will automatically receive new Visa debit cards

- If you offer the debit card for your employees, all employees with an HRA will automatically receive new Visa debit cards. Each participant will receive two cards, both in the name of the employee. Eligible dependents can still sign and use cards.

### Required, if applicable: new Debit Card Banking Form

- Since we are changing debit card platforms, we will need you to complete and return a new debit card banking form for our records (attached to your renewal email if applicable).

## Important Transition Dates

### Dates of note for you and your participants

- The deadline for returning the Data Verification Form, Employee Census, and new Debit Card Banking Form (if applicable) is March 11th. This will ensure that we have adequate time to set up your new plan year and get new debit cards sent to your employees (if your plan includes a debit card).
- If you offer the debit card with your plan:
  - o Participants' old MasterCard debit cards will be retired with the end of your current plan year on March 31<sup>st</sup>, 2019.
  - o Participants' new Visa debit cards, which will be white with our yellow apple logo, will be loaded April 1st, 2019 with their new plan year balances.
- There will be a short window of time after March 31st when remaining funds for the plan year just ended will be unavailable as we transition the old balances to the new platform. These balances will be available on the new platform by April 8th or before.