



Employer *Bulletin*

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myFBMC Online Services Will Be Transitioning to WageWorks

Effective July 1, 2012, online services for the Wisconsin Employee Reimbursement Accounts (ERA) and Commuter Benefits programs offered through the Department of Employee Trust Funds will be moving from the myFBMC system to a new system supported by WageWorks, Inc. ("WageWorks"). The new site is more user friendly and offers enhanced features to help employees manage their ERA and Commuter Benefits accounts.

The following is important information regarding the transition process. Current participants of both the ERA and Commuter Benefits programs will be receiving more information about the transition process and features of the new online system directly from Fringe Benefits Management Company, a Division of WageWorks (FB/WW).

Employee Reimbursement Accounts Program

- There will be a hold period on account activity between July 1 and July 15, 2012 so that account balances, and other information such as direct deposit records, pending claims, current letters of medical necessity, and e-mail addresses (if known) can be transferred to participants' WageWorks accounts. Participants should not submit claims between July 1 and July 15. If any claims are received during that period, they will be held and processed after July 15.
- As part of the transition to the WageWorks system, the myFBMC Visa® Card will be deactivated after June 30, 2012 and cannot be used during the hold period. It will be replaced with a new WageWorks Health Care Card that will be mailed to participants in early July. Participants can activate their WageWorks card by calling the phone number on the card anytime after July 1 so that it will be immediately available for use on July 16, 2012.
- Information about 2011 and 2012 claims paid prior to the transition to WageWorks will remain available at www.myFBMC.com until December 31, 2012. Information about transactions that occur after the transition to WageWorks will be available at www.wageworks.com.
- Direct deposit reimbursement authorizations on file with FB/WW for 2012 ERA accounts will transfer to the WageWorks system. Following the transfer of the direct deposit information, WageWorks will complete a pre-note process to ensure the account is active. If claims are filed before the pre-note process is completed, participants may receive a paper check for their reimbursement. Once the account is confirmed, all future reimbursements will be directly deposited into a participant's account.

Commuter Benefits Program

- The parking and/or transit elections will not carry over from the old FB/WW system to the new WageWorks system. Participants will need to place a new order when the new system is activated.
- Orders and changes for the month of August must be made from June 11 through June 30 using

the current system at www.myFBMC.com. No action is required for participants who do not need to make changes for August.

- No elections or changes can be made between July 1 and July 15.
- To participate in the Commuter Benefits Program for September, employee must place a new order through www.WageWorks.com after the transition to the WageWorks system is complete. Orders must be made between July 16 and August 10 to have a parking and/or transit election effective on September 1. After that, the election cycle will return to normal. Elections made on or before the 10th of the month will be effective the first of the following month.

Current ERA and Commuter Benefits participants will receive a direct mail communication regarding these changes and other information they need to use the new site. Participants may register online by going to www.wageworks.com and clicking "Register with WageWorks now!" starting July 1, 2012.

New Wisconsin Client Liaison

Roger Severson will be retiring as the Wisconsin client liaison for Fringe Benefits/WageWorks as of June 20. Roger's replacement is Ling Chong. Ling will be working with Roger for the last few weeks before his retirement.

The FB/WW office located in Lodi will close with Roger's retirement. Ling will be working out of the WageWorks office in Mequon, Wis. Mail sent to the Lodi address will be forwarded to the Mequon office, but please make note of the address change so that mail will not be delayed. Roger's phone will direct calls to Ling's number after his retirement.

Prior to Roger's retirement, you may direct phone calls to Roger's office. If you have e-mail communication, please include both Ling and Roger in the correspondence.

WageWorks, Inc.
Attn: Ling Chong
10375 North Baldev Court,
Mequon, WI 53097

Phone: 262-292-2136
FAX: 262-236-1100
Email: ling.chong@wageworks.com

The Department of Employee Trust Funds does not discriminate on the basis of disability in the provision of programs, services or employment. If you are speech or hearing impaired and need assistance, call the Wisconsin Relay Service toll free at 7-1-1 or 1-800-947-3529 (English) 1-800-833-7813 (Español). If you are visually or cognitively impaired, call 1-877-533-5020 or (608) 266-3285 locally. We will try to find another way to get the information to you in a usable form.

This *Employer Bulletin* is published by the Wisconsin Department of Employee Trust Funds. Questions should be directed to contact persons listed in the *Bulletin*. Employer agents may copy this *Bulletin* for further distribution to other payroll offices, subunits or individuals who may need the information. Copies of the most recent *Employer Bulletins* are available on our Internet site at the following URL: <http://etf.wi.gov/employers.htm>

Wisconsin Department of Employee Trust Funds, P.O. Box 7931, Madison, WI 53707-7931; <http://etf.wi.gov>.