



FSA Grace Period and Transition of Non-Medical 213d Claims

Important Information Regarding Your PayFlex Flexible Spending Account (FSA) as a member of BCBSNM, effective January 1, 2013.

As a participant in the Sandia Total Health (STH) plan administered by BCBSNM, and the PayFlex FSA program administered by PayFlex, we want to make you aware of some very important clarifications:

BCBSNM current members — non-medical 213d qualified claims (excluding Rx claims)

- 1. What happens to my remaining 2012 FSA dollars effective January 1, 2013?** Sandia allows a grace period to use your remaining 2012 FSA funds. The grace period is from January 1, 2013, through March 15, 2013. These funds can be used toward incurred 2012 eligible non-medical claims and 2013 eligible non-medical claims incurred January 1, 2013, through March 15, 2013.
- 2. How will my FSA qualified 213d claims incurred in 2012, but not paid until 2013, be processed?** Effective January 1, 2013, you will file all 213d claims directly to BCBSNM on the attached 213d claim form. BCBSNM will enter the 213d claim and BCBSNM will reimburse you directly from your 2012 FSA remaining funds. Once you have depleted your 2012 FSA funds, BCBSNM will then reimburse you from your 2013 FSA funds, if enrolled. For a 213d claim form, go to: bcbsnm.com/pdf/forms/sandia_213d_form.pdf.
- 3. How will my FSA qualified 213d claims incurred in 2013 during the FSA grace period of January 1, 2013, through March 15, 2013, process?** Effective January 1, 2013, you will file all 213d claims directly to BCBSNM on the attached 213d claim form. BCBSNM will enter the 213d claim and BCBSNM will reimburse you directly from your 2012 FSA remaining funds. Once you have depleted your 2012 FSA funds, BCBSNM will then reimburse you from your 2013 FSA funds, if enrolled.
- 4. I am a member of Delta Dental® and currently they send claims directly to PayFlex to process. How will that process work effective January 1, 2013?** For dental claims incurred during 2012 and the period of January 1, 2013, through March 15, 2013, it is **YOUR** responsibility to file these claims directly to BCBSNM. Delta Dental will stop sending electronic files to PayFlex temporarily for these dates of service.

BCBSNM will enter the 213d claim and BCBSNM will reimburse you directly from your 2012 FSA remaining funds. Once you have depleted your 2012 FSA funds, BCBSNM will then reimburse you from your 2013 FSA funds, if enrolled.

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Effective March 16, 2013, Delta Dental will resume sending electronic claims to PayFlex for dates of service beginning March 16, 2013, and beyond. For a 213d claim form, go to: bcbsnm.com/pdf/forms/sandia_213d_form.pdf.

5. **How can I view the transactions for my 2012 and 2013 FSA funds?** You can view and track all transactions via Blue Access for MembersSM at bcbsnm.com/sandia/index.html.

United Health Care (UHC) member transition to BCBSNM — non-medical 213d qualified claims (excluding Rx claims)

1. **What happens to my remaining 2012 FSA dollars effective January 1, 2013?** Sandia allows a grace period to use your remaining 2012 FSA funds. The grace period is from January 1, 2013, through March 15, 2013. These funds can be used toward incurred 2012 eligible non-medical claims and 2013 eligible non-medical claims incurred January 1, 2013, through March 15, 2013.
2. **How will my FSA qualified 213d claims incurred in 2012, but not paid until 2013, be processed?** UHC will process all 2012 213d claims incurred during 2012. These claims must be submitted to UHC on or before April 15, 2013. For 2012 incurred claims paid in 2013, you can file a hard copy claim directly to UHC for reimbursement if the FSA expense did not pay automatically from the auto pay claim process.
3. **How can I view the transactions for my 2012 FSA funds for 213d claims incurred in 2012?** You can view and track all transactions incurred in 2012 and while a member of UHC at myuhc.com. Your FSA transactions will be displayed for up to 18 months following your termination date.
4. **How will my FSA qualified 213d claims incurred in 2013 during the FSA grace period of January 1, 2013, through March 15, 2013, process from my 2012 FSA funds?** UHC will process all 2013 213d claims incurred from January 1, 2013, through March 31, 2013. These claims must be submitted to UHC on or before April 15, 2013. For 2013 incurred 213d claims, you will need to file a hard copy claim directly to UHC for reimbursement.
5. **What if I have depleted my 2012 FSA funds through UHC and want to file against my 2013 FSA funds while a member of BCBSNM?** You will file 213d claims incurred in 2013 directly to BCBSNM on the attached 213d claim form. BCBSNM will enter the 213d item and BCBSNM will reimburse you directly from your 2013 FSA funds, if available. For a 213d claim form, click here: bcbsnm.com/pdf/forms/sandia_213d_form.pdf.
6. **How will my dental claims be processed for 2012 incurred claims?** UHC will continue to process dental claims incurred in 2012 from any 2012 FSA funds remaining during the grace period. You can file a hard copy claim directly to UHC for reimbursement.
7. **How will my dental claims be processed for 2013 incurred claims during the FSA grace period of January 1, 2013, through March 15, 2013, from my 2012 FSA funds?** UHC will process all 2013 dental claims incurred from January 1, 2013, through March 15, 2013. These claims must be submitted on or before April 15, 2013. For 2013 incurred 213d claims, you can file a hard copy claim directly to UHC for reimbursement.

Effective March 16, 2013, Delta Dental will send electronic claims to PayFlex for dates of service beginning March 16, 2013, and beyond.

8. **What if I have depleted my 2012 FSA funds through UHC and want to file against my 2013 FSA funds while a member of BCBSNM?** You will file 213d claims incurred in 2013 directly to BCBSNM on the attached 213d claim form. BCBSNM will enter the 213d item and BCBSNM will reimburse you directly from your 2013 FSA funds, if available. For a 213d claim form, go to: bcbsnm.com/pdf/forms/sandia_213d_form.pdf
9. **How can I view the transactions for my 2012 FSA funds for 213d claims incurred in 2012 and 2013 and filed to UHC?** You can view and track all transactions incurred in 2012 and while a member of UHC at myuhc.com.
10. **How can I view the transactions for my 2013 FSA funds for 213d claims incurred in 2013 and filed to BCBSNM?** You can view and track all transactions via Blue Access for Members at bcbsnm.com/sandia/index.html.

Kaiser member transition to BCBSNM — non-medical 213d qualified claims (excluding Rx claims)

1. **What happens to my remaining 2012 FSA dollars effective January 1, 2013?** Sandia allows a grace period to use your remaining 2012 FSA funds. The grace period is from January 1, 2013, through March 15, 2013. These funds can be used toward incurred 2012 eligible non-medical claims and 2013 eligible non-medical claims incurred January 1, 2013, through March 15, 2013.
2. **How will my FSA qualified 213d claims incurred in 2012, but not paid until 2013, be processed?** PayFlex will process all 2012 213d claims incurred during 2012. These claims must be submitted to PayFlex on or before April 15, 2013.
3. **How will my FSA qualified 213d claims incurred in 2013 during the FSA grace period of January 1, 2013, through March 15, 2013, process from my 2012 FSA funds?** You will file all eligible non-medical 213d claims incurred during the 2013 grace period directly to PayFlex and PayFlex will reimburse you from your 2012 FSA funds, if available. If your 2012 FSA funds are depleted and you are enrolled in BCBSNM and you have elected a 2013 FSA fund, PayFlex will reimburse you from your 2013 fund.
4. **What if I have depleted my 2012 FSA funds through Kaiser (PayFlex) and want to file against my 2013 FSA funds while a member of BCBSNM?** You will file 213d claims incurred in 2013 directly to BCBSNM on the attached 213d claim form. BCBSNM will enter the 213d item and BCBSNM will reimburse you directly from your 2013 FSA funds, if available. For a 213d claim form, go to: bcbsnm.com/pdf/forms/sandia_213d_form.pdf.
5. **How will my dental claims be processed for 2012 incurred claims?** PayFlex will continue to process dental claims incurred in 2012 from any 2012 FSA funds remaining during the grace period. File your claim directly to PayFlex and include all substantiating documents.

6. **How will dental claims be processed for 2013 incurred claims during the FSA grace period of January 1, 2013, through March 15, 2013, from my 2012 FSA funds?** PayFlex will process all 2013 dental claims incurred from January 1, 2013, through March 15, 2013. These claims must be submitted on or before April 15, 2013.

Effective March 16, 2013, Delta Dental will send electronic claims to PayFlex for dates of service beginning March 16, 2013, and beyond.

7. **How can I view the transactions for my 2012 FSA funds for non-medical claims incurred in 2012?** You can view and track all transactions incurred in 2012 and while a member of Kaiser at healthhub.com/MyDashboard/ResourceCenter.aspx.
8. **How can I view the transactions for my 2013 FSA funds for 213d claims incurred in 2013 and filed to BCBSNM?** You can view and track all transactions via Blue Access for Members at bcbsnm.com/sandia/index.html.