



October 18, 2017

Dear FSA Participant:

We have some exciting news to share with you about your Flexible Spending Account (FSA) services through HealthTrust.

Beginning November 1, 2017, HealthTrust's FSA services will have a new name – **Benefit Advantage** – and will come with a new Benefit Advantage benefits card and some enhanced services and resources! To support this new initiative, we are collaborating with Benefit Strategies, an organization based in New Hampshire with more than 25 years' experience in claims processing.

What will be new?

Your FSA administration will transition to HealthTrust's Benefit Advantage on November 1, 2017. As a Benefit Advantage participant, you will have access to the following enhancements and resources.

- **A fresh, new, user-friendly web portal**, accessed by clicking the same FSA login button you use now at www.healthtrustnh.org. Beginning 11/1/17, the login button will be renamed "Secure FSA Login/Benefit Advantage."
- **A new user account**. To access the new web portal on or after November 1, you will need to create a new account. Visit www.healthtrustnh.org, click the Secure FSA Login/Benefit Advantage button and then click Participant Login. You will see a screen to create your new account. Click on "New User" and follow the prompts to create your account. Thereafter, you can enter your new username and password in the "Existing User" side of the Login box.
- **Your FSA has gone mobile!** Access the FSA services you need right from the palm of your hand! Beginning November 1, 2017, you can download the HealthTrust Benefit Advantage app to:



- View your account balance.
- Capture and upload pictures of your receipts.
- Submit and track claims.

After you update your login credentials in the online portal, download the app for your device from the Apple App Store or Google Play. You can log in to the app using the password you use to access your Benefit Advantage account in the online portal.

- **In early November, you will receive new HealthTrust Benefit Advantage cards in the mail.** You can start using your new cards immediately as they are pre-activated so there is nothing more you need to do! Your current “Benny” cards will work until your new cards arrive in the mail.



- **A new email address.** Beginning November 1, 2017, if you have a question about your FSA you can simply send your question to us via HealthTrust’s new FSA email address at benefitadvantage@healthtrustnh.org.

What will stay the same?

- **Same great service!** You will still have access to the same friendly, helpful HealthTrust Enrollee Services Representatives that you do now. Contact us at benefitadvantage@healthtrustnh.org or 800.527.5001.
- **The fax number** for your FSA is the same: **603.415.3099**.
- **Your current FSA elections** will remain in effect through the end of your plan year.
- **Direct deposits.** If you currently have your reimbursements deposited directly into your bank account, your direct deposits will continue with Benefit Advantage. There is nothing more you need to do. If you don’t currently have direct deposits and would like to, you will have the option to sign up for this service right through your secure portal or by submitting a paper form.

As always, if you have questions about your FSA administration, or any HealthTrust programs or services, please feel free to contact us at enrolleeservices@healthtrustnh.org or 800.527.5001. After November 1, 2017, you can email us directly about your FSA at benefitadvantage@healthtrustnh.org. We welcome your feedback.

Sincerely,

Your HealthTrust Benefit Advantage Team