



## **WHAT DOES A CHANGE IN FSA ADMINISTRATOR LOOK LIKE** **EMPLOYEE VIEW**

### **Enrollment & Implementation**

- Complete Elections and Contributions during Open Enrollment period.
- Once the enrollments are uploaded, this will trigger a 'Welcome Email' to the Participant.
- Once the 'Welcome Email' is sent, this will trigger the Debit Card to be mailed to the participant.
- Debit Cards take approximately 7-10 business days to receive via USPS.

### **Taking Over The 'Run-Out' Period From Previous Administrator**

- Sterling will pay out claims for eligible expenses that were provided within the prior plan year providing there are funds available in the participants account.
- The 'Run-Out' Period is only a time in which a participant may submit claims for reimbursement for eligible expenses from the prior plan year.
- The 'Run-Out' Period is NOT a period in which new charges may be incurred.

### **Applying 'Rollover' Funds**

- There will be a two-week black out period where Sterling confirms all participants claims from the prior plan year have been paid out during the 'Run-Out' Period.
- Once the 'Run-Out' Period has been exhausted, any participant having leftover funds in their accounts up to the amount authorized by their Employer, Sterling will roll those funds over into the participants current plan year account and the funds may be used for eligible expenses moving forward.

**Note\*\*\* Supporting documentation may be requested by our claims department to substantiate a claim if not enough information has been provided at time of reimbursement request. Sterling has an 85% auto substantiation rate.**