

Call Center FAQs for Flexible Spending Account (FSA) Vendor Transition

Topic: Alcatel-Lucent is transitioning from Ceridian the current FSA vendor to a new vendor Aon-Hewitt, effective January 1, 2014.

Effective January 1, 2014 the new vendor for administering the Healthcare and Dependent care Flexible Spending accounts (FSAs) for Alcatel-lucent will be Aon-Hewitt's Your Spending Account (YSA).

To avoid forfeiting any 2013 remaining balances, employees with a 2013 FSA balance will need to be mindful of this transition to ensure they submit claims against their 2013 FSA to Ceridian and not Aon-Hewitt.

Employees can read more about the transition in the 2014 U.S. Benefits Open Enrollment materials posted on <http://www.benefitsanswersplus.com/>

Ceridian Related – 2013 Remaining Balances After January 1, 2014

Q1. Will my Ceridian debit card (Master Card) still work after December 31, 2013?

A1. No, Ceridian debit cards will be deactivated as of December 31, 2013.

Q2. I have a balance remaining in my 2013 FSAs with Ceridian; am I still able to be reimbursed from the Ceridian account?

A2. Yes, but eligible expenses against your 2013 account must be submitted to Ceridian on-line or by mail and there are criteria and specific deadlines which must be adhered to for each type of FSA account.

Health Care FSA:

- Claims incurred for eligible healthcare expenses during the period of January 1, 2014 through March 15, 2014 (known as the grace period) can be manually (on-line or by mail) submitted for reimbursement from any remaining balance that you have in your 2013 HFSA account. HFSA claim reimbursement forms are available on [Ceridian's web site. \(www.ceridian-benefits.com\)](http://www.ceridian-benefits.com)
- All eligible claims incurred in either 2013 or during the grace period (January 1, 2014 through March 15, 2014) that you wish to submit to Ceridian must be submitted (on-line, postmarked or faxed) to Ceridian no later than April 15, 2014. **Claims incurred in 2013 or during the grace period that are submitted to Ceridian after April 15, 2014 will be denied.**
- After you have been appropriately reimbursed for all eligible claims that you have submitted during plan year 2013 through April 15, 2014, **you will forfeit any balance that still remains in your Ceridian account.**
- If you enroll in an HFSA for 2014 and submit eligible claims incurred during the grace period (January 1, 2014 through March 15, 2014) to Aon Hewitt YSA on or after January 1, 2014, the eligible claims will be processed against your 2014 YSA HFSA account.

Dependent Care FSA:

- DFSA eligible expenses must be incurred on or before December 31, 2013.
- Claims for 2013 DFSA eligible expenses must be submitted (on-line, postmarked or faxed) to Ceridian no later than April 15, 2014.
- After you have been appropriately reimbursed for all eligible claims that you have submitted during plan year 2013 through April 15, 2014, **you will forfeit any balance that still remains in your Ceridian account.**

Q3. I submitted an HFSA claim incurred in 2014 eligible to be reimbursed from my 2013 HFSA account, to the new vendor in error. Is there anything that I can do to get the claim back?

A3. No. Any claims incurred in 2014 which are submitted to Aon Hewitt on or after January 1, 2014 will be processed against your 2014 HFSA account. Aon-Hewitt will not be able to re-direct your claim to Ceridian.

If you have **other** eligible healthcare expenses that you want applied to your 2013 HFSA you can still manually (on-line, fax or by mail) submit them to Ceridian for reimbursement from your 2013 HFSA account balance. These claims must be received by Ceridian no later than April 15, 2014.

HFSA claim reimbursement forms are available on [Ceridian's web site](http://www.ceridian-benefits.com) at www.ceridian-benefits.com.

Q4. I submitted a 2013 DFSA claim eligible to be reimbursed from my 2013 DFSA account, to the new vendor. What will happen to that claim?

A4. Because the DFSA claim was incurred in 2013 the new vendor, Aon-Hewitt, will deny the claim as not eligible because the expense was incurred prior to Aon-Hewitt managing your DFSA account. You will need to submit that claim to Ceridian no later than the April 15, 2014 filing deadline.

DFSA claim reimbursement forms are available on [Ceridian's web site](http://www.ceridian-benefits.com) at www.ceridian-benefits.com.

Q5. I have questions regarding my 2013 FSA accounts. Whom should I contact?

A5. Questions about expenses, reimbursements or correspondence from Ceridian (e.g., denial letters, substantiation requests, etc.) should be directed to Ceridian Customer Service at 1-877-799-8820, Monday through Friday, 8:00AM – 8:00PM ET.

Q6. When is the last day I can contact Ceridian with questions?

A6. Ceridian customer service representatives will be available to Alcatel-Lucent participants until September 30, 2014.

YSA - Related to FSA accounts as of January 1, 2014

- Q7.** When can I begin using my YSA Debit card?
- A7.** You may begin using the YSA debit card on January 1, 2014. The debit card needs to be activated first, so follow the instructions you received with your YSA card.
- Q8.** I would like YSA debit cards for my dependents. How do I request additional debit cards?
- A8.** You can request additional cards for eligible dependents (spouse, children) through the Your Spending Account website accessible via Your Benefits Resources™ (YBR) website at <http://resources.hewitt.com/alcatel-lucent> after January 1, 2014. Or you can call the Alcatel-Lucent Benefits Center on or after January 2, 2014 at 1-888-232-4111, Monday through Friday between 9:00 a.m. – 5:00 p.m. Eastern Time (when your YSA coverage begins) and after you have activated your primary card. You can expect to receive the card(s) for your dependents in approximately 2 weeks. Additional cards are issued in your name. However, you have the option to request that the card be issued in your dependent's name.
- Q9.** Where can I access information about my YSA transactions?
- A9.** Beginning January 1, 2014, you can view your account summary by logging into Your Benefit Resources web site and selecting Your Spending Account

Contact List:

Alcatel-Lucent Benefits Center (ALBC):	888-232-4111 (Mon - Fri 9 :00am - 5:00pm ET)
Ceridian:	877-799-8820 (Mon - Fri 9 :00am - 8:00pm ET)
Human Resources Service Center	888-582-3684 (Mon - Fri 9:00am – 6:00pm ET)