



FOCUS Newsletter

March 19, 2020 – SPECIAL RELEASE



UPDATES TO ASI'S PANDEMIC PLAN FOR COVID-19 (CORONAVIRUS)

As this crisis continues, the health of our employees and our participants continues to be our number one concern. With that in mind, we made the decision to close our lobby in the Columbia location.

ASI NEEDS YOUR ASSISTANCE WITH THE FOLLOWING ITEMS:

- We are receiving calls from participants regarding extending the claims filing deadline (many calendar year plans have a March 31 claim filing deadline). ASIFlex is recommending that clients with calendar year plans allow an extension of the claims filing deadline through June 30. **Please give your ASIFlex account manager a call if you wish to extend your claims filing deadline and be sure to communicate this change to your employees.**
- The less physical touches that have to be made during this time will benefit all of us. With that in mind ... we would **greatly appreciate you encouraging employees to GO GREEN (file claims electronically, sign up for direct deposit and email/text messaging)**. Employees can sign up by logging into their [account](#) or by completing this [form](#).

We recommend your employees:

- Use electronic claim filing via: the ASIFlex MobileApp (free on Google Play or the App Store); ASIFlex Online (sign into account detail); or ASIFlex toll-free fax (faxes are received through a secure server)
- Avoid paper processing. Refrain from mailing paper claims. Refrain from dropping off paper claims at ASIFlex.
- Encourage electronic communications. Sign up for email and/or text alerts as stated above.

PARTICIPANT FAQs ABOUT CHANGES & DEBIT CARD REQUESTS

Q. My daycare provider is closing. Can I stop my dependent care FSA deductions?

A. The majority of plans allow a participant to change the amount or stop the deductions based upon a change in provider or change in cost. Check your benefit handbook, with your employer, or with ASIFlex to find out

how you can change your deductions. Changes cannot be retroactive; so if you want to make a change, get that information submitted as soon as possible.

Q. I stopped my dependent care deductions. But when I return to work in a few weeks and my child returns to daycare, can I enroll in the dependent care account again?

A. Yes, you can make a change based on the change in provider or change in cost (unless your employer's plan restricts it).

Q. I want to make a change to my health care FSA deductions. Can I do that?

A. Maybe; changes are only allowed when certain events occur and if the change requested corresponds with that event. Please see the FAQs listed on ASIFlex's website; scroll to the bottom section titled [Enrollment](#) for detailed information.

Q. ASI requested follow-up documentation for one of my card swipes, but my provider is too busy or is currently unreachable. What do I do?

A. ASI has made the business decision to not inactivate debit cards during the immediate crisis. The letters that are sent to participants asking for such documentation will soon indicate that the documentation must still be submitted but that ASI will not suspend the card for lack of documentation at this time.

Q. Will the grace period be extended?

A. No, the grace period time period (2 ½ months following the end of the plan year) is set by the IRS. It cannot be extended by the client.

FEDERAL LEGISLATION & GUIDANCE

The IRS released guidance (Notice 2020-15) allowing Qualified High Deductible Health Plans to cover the cost of testing and treatment for the COVID-19 (coronavirus) prior to meeting the deductible. Please see <https://www.irs.gov/pub/irs-drop/n-20-15.pdf> for further details.

Congress passed the Families First Coronavirus Response Act (FFCRA) yesterday, and the President is expected to sign the bill this week. FFCRA guarantees free testing for COVID-19 and expands food assistance and unemployment insurance. FFCRA also places new mandatory paid sick leave requirements on private employers with 50 - 500 employees as well as on public employers with more than 1 employee. You can view a copy of the bill here: <https://www.congress.gov/bill/116th-congress/house-bill/6201/text>

FSA STORE



The FSA Store recently launched a new *Virus Preparedness* category to assist families with finding the most popular FSA-eligible items purchased during flu season.

In addition, FSA Store has made a Fair Price Pledge. FSA Store has pledged to provide fair price protections for all items in the *Virus Preparedness* category and are making every effort to keep a steady supply of those items available to customers at current prices. To learn more, go to the [FSA Store](#).

About the Company: ASIFlex and ASI COBRA provide third-party benefit administration service solutions to clients nationwide. ASIFlex provides account-based administration for Flexible Spending Accounts (FSAs), Health Reimbursement Arrangements (HRAs), Health Savings Accounts (HSAs) and Parking/Transit Commuter Benefits. ASI COBRA provides COBRA and direct/retiree

billing solutions. Formed in 1983, ASIFlex specializes in serving public and private sector clients nationwide and has significant experience with State, County, City and local government entities. ASI focuses on providing exemplary customer service and leveraging technology to provide improved service delivery.

FSA | HRA | HSA | COMMUTER | COBRA | DIRECT BILLING

IT'S WHO WE ARE. IT'S WHAT WE DO.

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This FOCUS newsletter is intended for ASIFlex and ASI COBRA clients and provides general information that may be related to ASI services or the benefit plans sponsored by ASI clients. For questions or comments regarding this FOCUS newsletter, or to subscribe or unsubscribe, email marketing@asiflex.com.
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