

Frequently asked questions

Transition from WageWorks to ASIFlex

Where do I send my 2018 claims?

Claims for expenses incurred during the 2018 plan year should be sent to WageWorks. Keep in mind you can use your 2018 MSA or Limited-use MSA funds for expenses incurred through March 15, 2019. You can only use your 2018 DCSA funds for expenses incurred through December 31, 2018. You have until March 31, 2019 to file your 2018 claims with WageWorks.

Where do I send my 2019 claims?

Claims for expenses incurred for which you wish to use your 2019 funds should be sent to ASIFlex.

What happens to my HSA funds during the transition? If I have a claim in February 2019, does it go to Optum Bank or Central Bank?

Your 2018 funds will remain in your Optum Bank account until you choose to move them. If you have a claim in February 2019, you can use either account to pay for the claim. Starting in January 2019, Central Bank will provide rollover forms that you can use to transfer funds from your Optum Bank account to your Central Bank account. Beginning January 1, 2019, payroll contributions will go into your Central Bank HSA.

Will my Optum Bank HSA funds automatically roll over to my Central Bank HSA?

No. Your 2018 funds will remain in your Optum Bank account until you choose to move them. Starting in January 2019, Central Bank will provide rollover forms that you can use to transfer funds from your Optum Bank account to your Central Bank account. You may also keep your HSA at Optum Bank and use the remaining funds until the balance is zero and then use your Central Bank account for future expenses.