

# News and Updates

January 2017

In this edition of the BenefitWallet® newsletter, learn about:

- Our move to Conduent
- Payroll reconciliation – make it your New Year’s resolution
- Tips for getting started in 2017
- 2016 HSA tax filing reminders



## Looking to the Future: Our Move to Conduent HR Services

On January 3, Conduent Inc. became a reality when our CEO, Ashok Vemuri and his leadership team kicked off 2017 by ringing the opening bell at the New York stock exchange as Conduent began trading as CNDT.

Please take a moment and [watch this short video message](#) from Ashok.

As part of Conduent Human Resource Services, you can continue to rely on the integrity and innovation BenefitWallet offers. One of our goals as we move forward is to heighten our reputation as experts in connecting you — our clients — to your employees by modernizing the employee experience with your organization. We do this by applying innovation and technology to personalize each and every customer interaction.

As Ashok mentions in his video, we are embarking on an exciting journey and we’re glad you’ve chosen to work with us. We never underestimate the value of our client relationships and we want to reiterate our commitment to provide you best-in-class solutions and services.

## Getting Started with BenefitWallet in 2017

By Laurie Gong and Rob Skulnik

Now that we have started a new year, we wanted to remind you of a few tips for managing your BenefitWallet employer subaccount.

### Tip #1

**Log in to your employer subaccount:** If you haven’t logged in before, your designated primary contact should have received emails with login instructions. You may designate other logins through the manage access function.

### Tip #2

**Check your HSA File Status Reports:** The day after an HSA funding file is submitted to BenefitWallet, run your HSA File Status Report from the Reporting menu to confirm the funding files are received and processed. Every record that was submitted on the funding file will be on the report with a status of the deposit (accepted/rejected). This will allow you to resolve any specific account holder issues in a timely manner.

### Tip #3

**Review your Pending Close Report:** This report provides details regarding accounts that are pending closure due to USA PATRIOT Act.

Make sure you regularly log in to your employer subaccount and check your reports.

*Laurie Gong has been servicing and implementing large employers with the BenefitWallet team for nine years. She resides in New Jersey.*

*Rob Skulnik has been with the BenefitWallet team for over 12 years. He resides in Northern New Jersey.*

## Your New Year’s Resolution: Reconcile Your Employer Subaccount Often

By Jill Schwartz

### What does having a balance in your employer subaccount mean?

It may mean some of your employees are missing contributions. It’s always a good time to review and reconcile your employer subaccount to ensure the payroll and employer contributions you’ve submitted have been deposited successfully into your employees’ accounts.

Missed contributions will show as rejected contributions in your subaccount transaction report found on the HSA Subaccount Information tile. To view rejected contributions, review your subaccount transactions. Funds submitted with a contribution file may be returned for three reasons.

#### 1. Accounts are frozen longer than 60 days.

An account holder must sign the Master Signature Card or provide an electronic signature to open their account or their account remains frozen. If accounts are frozen, contributions will attempt to repost

each business day for the next 60 days. During that 60 days, if your employee opens their account, funds will post. If the account is not opened in that time period, the funds will be returned to your employer subaccount.

**2. Accounts are closed.**

If an account is closed, any funds submitted for that account are immediately returned to the employer subaccount when the contribution file is processed.

**3. Contribution file had invalid information.**

If your contribution file has data that does not match what is in our system, the contribution will error. If a contribution errors, the funds submitted for that account are immediately returned to the employer subaccount.

Once funds are returned to the employer subaccount, it is your responsibility to make sure the funds are returned to the account holder's HSA or through payroll. Use the member profile report to check the account status of your employees.

**The IRS defines HSA contribution limits each year:**

For 2016, the limits are:

- Single Coverage: \$3,350
- Family Coverage: \$6,750
- Catch up (Age 55+): \$1,000

For 2017, the limits are:

- Single Coverage: \$3,400
- Family Coverage: \$6,750
- Catch up (Age 55+): \$1,000

Our experience indicates employer subaccount reconciliation minimizes year-end issues and increases account holder satisfaction. Our online [Payroll Reconciliation](#) tool makes it easy to identify differences between your payroll records and what has posted to your employee accounts. For Frequently Asked Questions and Answers to help you through this process [click here](#).

*Jill Schwartz has been servicing and implementing health plans and implementing large employers with the BenefitWallet team for over 12 years. She resides in New Jersey.*

**2016 HSA Tax Filing Reminders**

- HSA Tax forms will be mailed to members and available online by January 31, 2017
- Contributions may be submitted for by April 18, 2017 for the 2016 tax year
  - Pre-tax: Through the employer portal
  - Post-tax: Through the member portal or with a check and deposit slip

**Service Center Hours and Upcoming Holiday Schedule**

**Members**

Monday to Friday  
8:00 a.m. – 11:00 p.m. EST  
Saturday to Sunday  
9:00 a.m. – 6:00 p.m. EST

**Employers**

Monday to Friday  
8:00 a.m. – 8:00 p.m. EST  
Saturday to Sunday  
9:00 a.m. – 6:00 p.m. EST

Day	Date	Holiday	BenefitWallet Holiday	Bank Holiday	Market Holiday
Mon	2/20/2017	President's Day		x	x
Fri	4/14/2017	Good Friday			x