

# What you need to know

There are important updates to your benefits that take effect January 1, 2020. Here are helpful details and a checklist to help you understand the transition and take action, if necessary.

## ConnectYourCare (CYC) will replace Your Spending Account (YSA)



CYC will be the new administrator for the Health Reimbursement Account (HRA), Flexible Spending Accounts (FSA) and the parking reimbursement program. As a result of this change, managing your accounts will be easier and more convenient!

You will access CYC through a new website ([connectyourcare.com/alliantenergy](http://connectyourcare.com/alliantenergy)) which is customized for your use as well as the CYC mobile app, myCYC (available through the Apple or Google Play stores). You will also be able to contact CYC by phone at 844-881-0130. This number, website and mobile app will all be available beginning January 1, 2020.

Key dates to note include deactivation of the YSA card, the activation of the new CYC card and 2019 claims reimbursement processing dates.

### ConnectYourCare (CYC) transition timeline



### Some notes on the timeline

- Your new CYC benefits spending card will be mailed to your home in late December. Please watch your mail for this important envelope.
- You will continue to use your YSA card and/or submit claims through YSA's online portal or mobile app through December 31, 2019.
- After the new year, your YSA card will be turned off and you will need to use your new CYC card and their online portal, mobile app or fax/ mailing address. Your 2020 funds will be available to use in January after you activate your new card. CYC will process all eligible claims starting in January.
- The YSA call center will close on January 31, 2020. After this date, YSA will no longer be able to access your account information or answer questions about claims.
- If you have any balances in your YSA account at the end of 2019, those balances will be transferred to CYC and available for use in mid-February. Until that time, your CYC account will be funded with the January HRA contribution and 2020 FSA election.
- As a reminder, any claims less than 18 months old can be submitted against your HRA funds as long as you were enrolled in the plan at the time the expense was incurred. Do not feel rushed to submit late 2019 claims through YSA. CYC will process eligible prior-year claims within the 18-month window.
- Active employees who elected to have their wellness credit deposited into their HRA will see it deposited into their account by the end of January.

(Continued)

## 2020 benefit changes

# What you need to do

### Transitioning to ConnectYourCare (CYC)

Use this checklist to help ensure a smooth transition. Be sure to share this with family members who also use these benefits.

- ❑ **Watch your mail.** Your CYC debit card will arrive at your home in late December. After January 2, 2020, you can order additional cards for family members.
- ❑ **Mark your calendar.** Your YSA debit card will be deactivated December 31, 2019.
- ❑ **Submit all claim forms (online and paper)** to YSA no later than December 31, 2019. Starting January 2020, send all claims to CYC and use your new CYC debit card once you've activated it.
- ❑ **Keep current on your YSA claims.** To avoid confusion or frustration, we recommend you keep current on your YSA claims. Submit supporting documents to verify claims as soon as possible.
- ❑ **Clear any overpayments on your YSA account prior to December 31, 2019.** Any claims still in overpayment status after December 31 will be reported as taxable wages on a subsequent W-2.
- ❑ **Keep copies** of all receipts and reimbursement requests for FSA, HRA and parking reimbursements.
- ❑ **Questions?** Call the HR Service Center at (608) 458-8458.

### Most benefit features stay the same

- Anthem, Delta Dental and Navitus are still our health benefits providers.
- Depending on the tier of coverage you elected during annual enrollment, the HRA annual funding levels are again \$1,000, \$2,000 or \$3,000. The account contribution dates will continue to be around January 1 and July 1.
- Flexible spending accounts for healthcare and dependent care are available.
- IRS rules regarding what qualifies as an eligible expense, and the need to provide documentation, also known as substantiation, remains unchanged.

### How CYC makes things better

- CYC provides on-shore, dedicated customer service 24 hours a day, 7 days a week, 365 days per year.
- A new online employee portal will allow you to access important account information, including balances, transaction history, claim summaries and claim details. Many more features will be available on your personal employee portal page.
- New mobile app for submitting claims and uploading documentation, checking claim status and viewing account balances, to name just a few features. It also provides multiple text alert options.
- You're going to learn to love the phrase "auto-substantiation" – a capability available to those enrolled in Alliant Energy's medical and dental plans. CYC's system tracks medical and dental claims, so it will verify card swipes automatically in some instances.

We expect a higher volume of claims to verify automatically, which means less of your time scanning and uploading documents. Please remember this will not work 100% of the time. Continue to save your documents and receipts as you may be asked for them in the future.

#### For YSA questions until January 31

Benefits Service Center  
1-866-303-1891  
[alliantenergy.benefitsnow.com](http://alliantenergy.benefitsnow.com)

#### For all other questions

HR Service Center  
(608) 458-8458

