

## Via Benefits™ Frequently Asked Questions for Retirees



### **Why was Via Benefits chosen as the new brand name? What does it mean?**

The new brand name was chosen because the combination of “via” and “benefits” is an excellent shorthand for positioning what we do and how we do it.

The word “via” literally means “traveling through a place to a destination.” When most people hear this phrase, they think of a path or journey. The idea of a journey helps communicate how we work with you to determine your needs and guide you through available options to help make an informed and confident choice. The journey is different for everyone, and our purpose is to assist you and your family on your path to a healthier retirement.

### **How is the new name pronounced?**

We pronounce it “vEEa.”

### **Will I be able to access my account from My.ViaBenefits.com?**

Yes. Your account settings will not change. You will still be able to access your account and manage all your information from the new site.

### **I bookmarked the OneExchange website, how do I access the Via Benefits website?**

Your bookmarks will continue to work. The functionality and services we provide will not change due to the brand change, and we expect the transition to be smooth. For example, if you type in, or have bookmarked, a URL for your branded OneExchange website, as soon as you click on that URL you will be re-directed to the new Via Benefits page.

### **I have a funding and reimbursement account; will I still be able to access the funding website from my existing OneExchange account?**

Yes, if a you use the old <http://medicare.oneexchange.com/funds> web address, you will automatically be redirected to the new <http://my.viabenefits.com/funds> experience.

You will use the same login credentials and navigation pathways you currently use to access Shop & Compare, My Account, Funds & Reimbursements, Help & Support, etc.

### **Can I still use the OneExchange reimbursement forms?**

Yes. The information on the forms has not changed and will be accepted and processed as they have been. The address to mail or fax reimbursement forms has not changed.