

City of Philadelphia CAP Benefits Eligible Non-Represented & Exempt Employees!



Effective January 1, 2025, Baker Tilly Vantagen will be the new FSA and Commuter Benefits Service Provider assuming responsibility for administering the CAP Benefits Health Care and Dependent Care Flexible Spending Accounts (FSA) and the Commuter Parking Benefits. Baker Tilly Vantagen administers the City's CAP FSA and Commuter Benefits through their myFlexDollars platform.

Activate Your Benefits Card!

If you enrolled in a Health Care/Dependent Care FSA and or Commuter Parking Benefit, by the end of December, you should have received two benefits cards in the mail. Please ensure you activate your card prior to its first use.

To activate your card, call the number listed on the activation sticker on the front of the card.

This stacked benefits card allows you to use the same card for all enrolled benefits. Funds will be automatically pulled from the correct account based on the merchant's coding, ensuring seamless transactions for your various benefits. Expenses processed through your new benefits card will automatically be filed with myFlexDollars. Be sure to keep your receipts.



Sign on to myFlexDollars!

Follow these four (4) simple steps to gain access to myFlexDollars®.

- Go to myFlexDollars.com and select Get Started.
- Verify your User Information (First Name, Last Name, Zip Code and SSN)
 - **Important! This information needs to match what your employer has on file.**
- Set up your five (5) Security Questions.
- Create your Username and Password.

If you need help with your initial login, please contact the Baker Tilly **[City dedicated]** Employee Benefits Center at 1-833-FSA-PHIL [372-7445]



2024 Plan Year Transition Details

Health Care and Dependent Care FSA and Commuter Parking **expenses with a 2024 date of service were** processed by Health Equity until **December 31, 2024**.

There will be a **2024 claims processing blackout period** from **January 1 to January 19, 2025**, to transition remaining balances to Baker Tilly Vantagen. During this time, you will not have access to your 2024 account balances. **On January 20, 2025, your 2024 balances will be available in your myFlexDollars account.**

Once those balances are credited to your myFlexDollars account, **claims for 2024 dates of service** may be filed until **March 31, 2025**.

PLEASE NOTE: Remaining funds you may have in your 2024 Healthcare FSA up to \$640 will roll into your 2025 Healthcare FSA account with Baker Tilly.

Commuter Parking Enrollment and Changes

To enroll in a pre-tax parking account or make changes to your existing enrollments, please submit all changes through the myFlexDollars website. All commuter benefit changes submitted by the 10th of the month will take effect on the 1st of the following month. **As example**, if you make a parking election by January 10, 2025, funds will be available for use in February. [See separate Commuter Parking Benefit Brochure for further details and how to elect the Commuter Parking Benefit]

Make the Most of Your Money

Below are some Frequently Asked Questions. If you have questions that are not covered in the information below feel free to contact **the Baker Tilly [City Dedicated] Employee Benefits Center at 1-833-FSA-PHIL [372-7445] or visit us at myFlexDollars.com.**

How will I receive reimbursement?

If you pay out-of-pocket for an expense and file for reimbursement, you will receive payment in one of two ways: via check mailed to your home or via direct deposit. Alternatively, you may use your pre-paid benefits card directly with eligible merchants for point-of-sale transactions.

How do I sign up for direct deposit?

If you are currently signed up to receive your reimbursements by direct deposit and want to continue this service with Baker Tilly Vantagen, you must enter your banking information through myFlexDollars.com. After logging into the website, click on the Profile tab and select Banking.

Can I have my reimbursement issued directly to my service provider?

Yes. When filing your expense online at myFlexDollars.com, you have the option of either making the payment to yourself or a provider. If you wish to pay a provider, you will be required to supply the provider's contact information (such as name and address).

How can I check to see how much money I have in my account?

You can check your balance at any time online at www.myFlexDollars.com or, while in line at the merchant, by using the myFlexDollars mobile app. You also can call Baker Tilly's Employee Benefits Center to obtain your balance.

What online/mobile tools are available to help me manage my account?

If you pay out-of-pocket for an expense and file for reimbursement, you will receive payment in one of two ways: via check mailed to your home or via direct deposit.

You can use myFlexDollars.com to:

- ▶ Check your account balance
- ▶ View the status of recently submitted expenses
- ▶ Submit expenses for reimbursement
- ▶ Upload receipts/supporting documentation
- ▶ Sign up for direct deposit
- ▶ Access plan information

You can use the myFlexDollars mobile app on your Apple products or Android®- powered devices to:

- ▶ Check your account balance
- ▶ Submit expenses
- ▶ Upload receipts
- ▶ Receive alerts via text message

Download the app today!

