

MUS WageWorks FAQs

1. **Customer Service phone#:** 1-877-924-3967
2. **Member online account access:**
 - a. Go to www.wageworks.com, click **Log In/Register, Employee Log In**, Click register at the top of the box. The employee's last 4 digits of their **SSN#** is the "**ID code**".
 - b. If a member is stating the ID code isn't working, you can see what was received on the file for the member under the "Participant Tab" of the Employer site. The ID code, home zip code, and month and date of birth must match what was sent on the files. If the employee home zip code or mailing address has changed, please update this information in your HRIS for the next file to WageWorks. The employee can still login using the incorrect home zip code when registering until the address has been updated.
3. The **Card Activation phone#:** 1-866-363-4128
4. **If a member did not receive their HCFSA card:**
 - a. The member can order a **replacement card** one of the following ways:
 - After signing into the account online, click the **Card Center** tab of the account. At the left, click "**Order Replacement Card**" OR
 - Call the customer service number and be sure to enter the information into the automated IVR system. The option to order a replacement card will be offered after the member information is confirmed OR
 - The member may speak to a customer service agent by calling 1-877-924-3967 to order a replacement card.

Note: 15 days must have passed before a replacement card can be ordered.
5. **Ordering additional cards** for spouse or dependents:
 - a. The member can do this online under the "**Card Center**" link at the top of the page on their account or by calling the customer service department.
 - b. The spouse or dependent's last 4 digits of their SSN# is needed to order a card.
6. **HIPPA Authorization** for member's spouse account access:

Members that would like to grant a spouse, a dependent or anyone else access to their account when calling customer service will need to complete a HIPPA Authorization form and fax it to the number on the form. When someone calls customer service, the person the member granted access will be able to get information regarding claims, balances etc. This form is available on the WageWorks public site at: <https://www.wageworks.com/employees/support-center/support-and-faq/forms-eligible-expenses>.

7. Forms

- c. All **claim forms** and **Letter of Medical Necessity** forms are located under the **"Help"** tab of the member account.

8. Setting up Direct deposit

- a. The member can set up direct deposit by entering their banking information under the **"Profile"** tab of the account. Click **Profile** at the top of the page, click **"Reimbursement Method"** to enter your banking information. A prenote is performed once the banking information is entered and takes approximately 7-10 days. If any reimbursements are issued before the prenote is completed a check will be issued.
- b. The member can also call the customer service department for further assistance with set-up.

9. **Mobile Application** available (iPhone and Android)- available in the app store at no charge.

10. **Claim Reimbursement** for FY20 claims should be submitted to Allegiance.

11. **Implementation Points of Contact** are Kelley Shields and Chelsi Dupler, OCHE.

12. **General FSA questions** can be directed to the MUS Benefits Office at 1-877-501-1722.

13. **Eligibility/Enrollment Files:** Transmitted each Wednesday by Businessolver.

14. **Funding File:** Delivered via FTP or ER site by campus IT/HR staff resource. Funding frequency is dependent on campus payroll frequency.