



# Transitioning to your *new HRA*

Important details you need to know now that your Health Reimbursement Arrangement has moved to Employee Benefits Corporation. **Welcome!**

Ameris Bank is changing administrators for your Health Reimbursement Arrangement (HRA) effective **January 1, 2023**.

We will provide all claims processing, record keeping and customer service associated with your plan.

## Transition Timeline

### January 1, 2023

*Your current administrator will no longer accept claims from your current HRA for processing*

*Your current administrator will reimbursement claims received **prior to January 1, 2023***

To help make January transition a smooth one, please review the following information:

### What is the transition timeline for moving my HRA to Employee Benefits Corporation?

There are several important dates regarding your plan's transition:

#### January 1, 2023

Employee Benefits Corporation begins the administration of the EBC HRA. Participants in the EBC HRA can begin submitting claims online, via the mobile application or through paper claim form.

### How do I submit claims?

Participants in the EBC HRA can begin submitting claims online, using our mobile application or using a paper claim form.

### When should I begin submitting my claims?

Submit claims for eligible expenses to us starting on January 1, 2023.

If we receive a properly documented claim for an unreimbursed eligible expense prior to January 1, 2023, it will be held and processed starting on January 1, 2023.

**When will my first claims be processed?** We will begin processing claims on January 1, 2023.

### Who will handle my runout claims?

You will submit your claims for your old Plan Year to your current administrator by March 31, 2023.

### How do I get my forms and gain access to your website?

Please review *My Account Assistant: Managing Your Benefits Online* for online access information and downloading forms.

### Will my direct deposit authorization transfer from my current administrator to Employee Benefits Corporation?

We intend to make this transition as smooth as possible, and have requested all the necessary information from your current administrator. In the event we are not supplied with direct deposit information, you will be able to easily authorize direct deposit once you log into your account using My Account Administrator starting January 1, 2023.

### Who should I call if I have questions?

Please contact our Participant Services Team between 7 a.m. and 5 p.m. CST at **800 346 2126** and choose **option 1**.



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An employee-owned company

[www.ebcflex.com](http://www.ebcflex.com)

[Learn more about the EBC HRA<sup>SM</sup>](#)

Contact us | [participantservices@ebcflex.com](mailto:participantservices@ebcflex.com)