



PayFlex®

IS NOW PART OF AETNA



In 2011, Aetna acquired PayFlex, one of the nation's largest account-based third party administrators, to support its existing consumer-directed product offerings. PayFlex provides Aetna clients and members with more flexibility, as well as customized, easy-to-use tools and solutions to help manage health care expenses. Aetna's Flexible Spending Account (FSA) clients have migrated to the PayFlex platform since 2011, **and CPChem is migrating to the PayFlex platform on September 1, 2014.**

What does this mean for you?

Starting September 1, your FSA and/or Retiree Reimbursement Account (RRA) will be administered by PayFlex.

Balances will transfer automatically

To make the transition easy, your balance will automatically be moved from Aetna to PayFlex. Please note that balance transfers will take place from **September 1 - September 8. No claims will be processed during this time, and your Aetna debit card will not work during this time.** However, you can still submit your claims and they will be processed after the transfer period is complete.

To view your balance after September 8, log on to your account online through www.AetnaNavigator.com or www.PayFlexDirect.com.

New cards will be distributed

You will be receiving a new account card in the mail around **August 15** and your current Aetna debit card will stop working on **August 31**. Please note that you should not call to activate your new card until September 9 or later, after the transfer period, as it will not be usable before then. As before, debit cards can be used for prescription copays only. Other eligible expenses will continue to be reimbursed via manual claims or streamlined reimbursement.

Access to new features

Some of the new features that you'll enjoy with PayFlex include:

- **Online claims submission, to supplement the current FAX and mail options, and the ability to pay your provider directly from your account.**
- Alerts to keep you informed of your account activity.
- Access to your PayFlex account online, at anytime with the PayFlex Mobile application.

For more information, see "Flexible Spending Accounts" at www.mycpchembenefits.com/health

Best Regards,

THE CHEVRON PHILLIPS CHEMICAL BENEFITS TEAM