
From: UT System Office of Employee Benefits <no-reply@maestrohealth.com>
Sent: Thursday, August 11, 2016 10:38 AM
To:
Subject: A Note From Your UT FLEX Partner



We are pleased to announce The University of Texas System is upgrading UT FLEX to a new, powerful platform powered by Maestro Health. The transfer will be effective on the first day of your new plan year, **September 1, 2016**. This transition is about making your life easier and giving you the effortless experience you deserve when you use and access your UT FLEX accounts throughout the year. Let's go over some important details and reminders.

What Is NOT Changing.

- 2015-2016 Dependent Care Reimbursement Account (DCRA) expenses must be incurred by **August 31, 2016**.
- 2015-2016 Health Care Reimbursement Account (HCRA) expenses must be incurred by **November 15, 2016**.
- All 2015-2016 claims, both DCRA and HCRA, must be filed by **November 30, 2016**.
- All claims submitted through **August 31, 2016** must go to PayFlex.
- The PayFlex UT FLEX Card will be active through **August 31, 2016**. Please discard after **August 31, 2016**.

What Is Changing.

- Claims submitted as of **September 1, 2016**, and forward should go to Maestro Health.
- If you enrolled in UT FLEX HCRA for plan year 2016-2017, you will receive a new Maestro UT FLEX Card in a plain white envelope in late August. The card will be fully loaded with your 2016-2017 election and ready to use as of **September 1, 2016**. Any prior plan year balances will be available on the card after **September 10, 2016**.
- We will automatically use leftover money from last year's account as we continue to process prior plan year claims through **November 30**.
- If you did not enroll in UT FLEX for 2016-2017, you will not receive a debit card. If you still have a prior balance, please file claims online at myutflex.com, or use the Maestro Health mSAVE Mobile App.

We are excited to introduce you to exciting features that this new platform will provide to make it easier for you to use your accounts and to have much faster access to your UT FLEX dollars.

Maestro Health Website.

After **August 15, 2016**, log in to our website to access your account anywhere you have internet access. You will be able to review your account balance, submit a claim, look at the status of existing claims and payments, enroll in Direct Deposit and more, 24/7/365.

Maestro Health mSAVE Mobile App.

You will have access to an iPhone and Android app that allows you to photograph receipts and submit claims, with just a few clicks. In short, this new platform eliminates the time-consuming hassle of scanning, faxing, and mailing claims. By logging into your account online, you will be able to submit claims and photographs of receipts in seconds.

You must register the first time you access your account online or through the mobile app. To register, you will need to use your UT System Benefits ID as the "Employee ID" number and a Registration ID (Employer ID) which is **BBB132002030**.

- **Online:** myUTFLEX.com
- **Apple iOS or Android Store:** Maestro Health mSAVE mobile

Your New Maestro Health UT FLEX Card.

If you elected to participate in a UT FLEX HCRA for the new plan year, you will receive a new debit card in a plain white envelope. This card (from MasterCard) does not need to be activated. The Maestro Health UT FLEX Card may be used to pay for HCRA eligible products and services. For example, you can swipe and go for co-pays and chiropractors, prescriptions and pre-natal vitamins, sunscreen and surgery. With a Maestro Health UT FLEX Card, there is no need for you to have to pay with personal funds and then wait for reimbursement after you submit a claim. **Just remember to save your receipts.** Maestro Health may ask you to submit these receipts so that your records are complete.

Even though it's a debit card, select 'credit' as you pay to avoid being asked for a PIN. Your PIN is available in your online account if you want to use one.

If you need an additional debit card for your spouse or adult child, simply go online after **August 15** to enter their name and order an additional card for them (at no charge). Just remind them to give you the receipts - the IRS requires that you save them with your tax records just in case, because the HCRA account is a pre-tax benefit.

Letters of Medical Necessity.

If you have eligible expenses that require a Letter of Medical Necessity (LOMN), please obtain a new LOMN from your online account. Once it has been signed by a medical practitioner, please submit a photograph of it along with the relevant claim.

Got questions? We've got answers.

Go online at myUTFLEX.com, call us at 844-UTS-FLEX (844-887-3539) or send an email to questions@maestrohealth.com. Our dedicated team of customer advocates is open on normal business days from 7:00 am to 7:00 pm CDT.

We've created a **24/7 online hub** to learn more about UT FLEX throughout the year.



eyeroll.myUTFLEX.com

VISIT NOW

THANKS.

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