



MOVING IS ALWAYS SUPER EASY.

(Insert #eyeROLL here.)

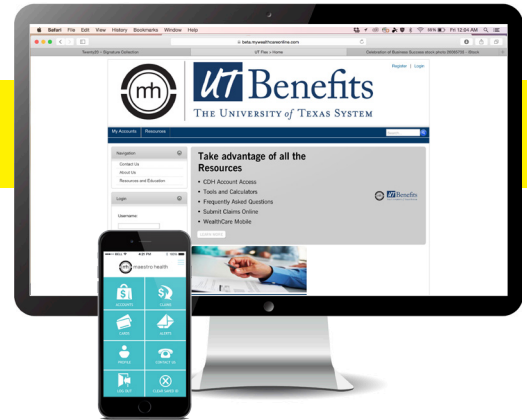
Okay, moving is usually super messy and hard work. But, as your new UT FLEX provider, we have a transition plan in place to make the move over to Maestro Health on the new UT FLEX platform smooth and easy. We've got the answers to your questions ready, and everything else prepared for the big moving day on September 1st.

The plan. In a nutshell.

- 1 New year, new card.**
Everyone who enrolls in the new plan year will receive a UT FLEX/Maestro Health debit card in late August.
- 2 We won't forget about claims you submitted in 2015-16.**
We will process 2015-16 claims through the November 30th claims filing deadline after balances are moved over on September 10th. (Grace Period refers to the additional time during which individuals can incur new eligible expenses using prior plan year funds. November 30th is simply the claims filing deadline.)
- 3 Grace Period still applies.**
UT System gives you a Grace Period for your UT FLEX Healthcare Account, which allows you to incur new eligible healthcare expenses using prior plan year funds in the first 75 days of the new plan year. We will automatically use leftover money from last year's account if you submit a claim during this time. Don't worry. We've got your back. Please note, Grace Period does not apply to the Dependent Care Account.
- 4 Mobile App and Website**
On September 1st, you can access your account, review your account balance, submit a claim, look at claims status and more 24/7/365 on our mobile app and website. You don't have to be a tech guru to do this—we promise. It will make your life so much easier.

Major Dates to Remember.

Don't forget to put these in your phone calendar and set a reminder. (Or your pocket calendar if you prefer.)



8/15-8/31 You will receive your new UT FLEX/Maestro Health debit card in a plain white envelope.

8/1-8/15 You will either receive an email or letter in the mail from us explaining this transition in more detail.

8/31 Last day to incur Dependent Care Account eligible expenses.

9/1 (Part A) UT FLEX officially powered by Maestro Health and new debit cards can be used.

9/1 (Part B) Go to myUTFLEX.com to log into your account and review your account balance, submit a claim, look at claims status, etc.

9/1 (Part C) Go to your Apple iOS or Android Store and download our mobile app called mSAVE (Maestro Health) to do everything on-the-go.

9/10 Any money left over from 2015-16 is moved over to the Maestro Health platform.

11/15 Last day to incur new eligible healthcare expenses to apply towards last plan year's funds.

11/30 Last day to file all account claims and utilize 2015-16 balance. (The deadline applies to everyone, not just individuals who did not re-enroll in UT FLEX.)

To register, you will need to use your UT System Benefits ID (Employee ID) number and a Registration ID (Employer ID) which is **BBB132002030**.

Online: myUTFLEX.com

Mobile App:

Apple iOS or Android Store—
mSAVE (Maestro Health)

You've got questions.
We've got answers.

**Check out our tips
& tools website:**

eyeroll.myUTFLEX.com

Go to the UT FLEX Portal:

myUTFLEX.com

Email us:

questions@maestrohealth.com

Call us:

844-UTS-FLEX



FREQUENTLY ASKED QUESTIONS.

(Insert #eyeROLL here.)

Ok. FAQs may not be the most exciting thing to read, but they will answer most of your questions about how the transition to the new UT FLEX will work. We've compiled your most Frequently Asked Questions regarding the transition, your new debit card, what to expect, etc. Hopefully, there will be no eyeROLLing involved when it comes to enROLLing and transitioning to the new UT FLEX.



Q: Do I need to make a new Flexible Spending Account election for the 2016 -17 plan year?

A: Yes! You must make an election for Healthcare and Dependent Care accounts each year if you would like to participate. Visit eyeroll.myUTFLEX.com to check out our tips & tools that will help you calculate and prepare for expenses in the upcoming plan year.

Q: When is my last day to file claims with PayFlex?

A: Your last day to file claims with PayFlex is August 31st. After August 31st, all claims should be sent to Maestro Health via online, mobile app, mail or fax...regardless of which plan year they are for. It is very important that you send claims only to Maestro Health starting on September 1st (not before) to avoid any delays in reimbursement.

Q: What happens to my 2015-16 plan year money?

A: PayFlex will finish paying any claims it has received as of August 31st. On September 1st, Maestro Health will begin to receive and process all claims, including those for the prior plan year. Your 2015-16 balances will be loaded into Maestro Health's system on September 10th. Maestro Health will finalize your prior year claims at that time.

Q: Do I need to sign up for direct deposit?.....

A: Yes, signing up for direct deposit is the fastest way to get reimbursed! You can sign up for direct deposit on our website (myUTFLEX.com) or through the mSAVE* mobile app. Make sure you have your routing and checking account numbers available. Most people use a check or deposit slip to obtain this information.

Q: It is after August 31st and I lost my reimbursement check from PayFlex. How do I get it replaced?

A: Contact Maestro Health customer service at 844-UTS-FLEX or questions@maestrohealth.com to request a copy of our Void & Reissue Request form. Once Maestro Health verifies with the bank that your check has not cleared and you have signed up for direct deposit, we will send the reimbursement to you.

Q: My 2015-16 claim was denied by PayFlex, but now my balance is with Maestro Health. What do I do?

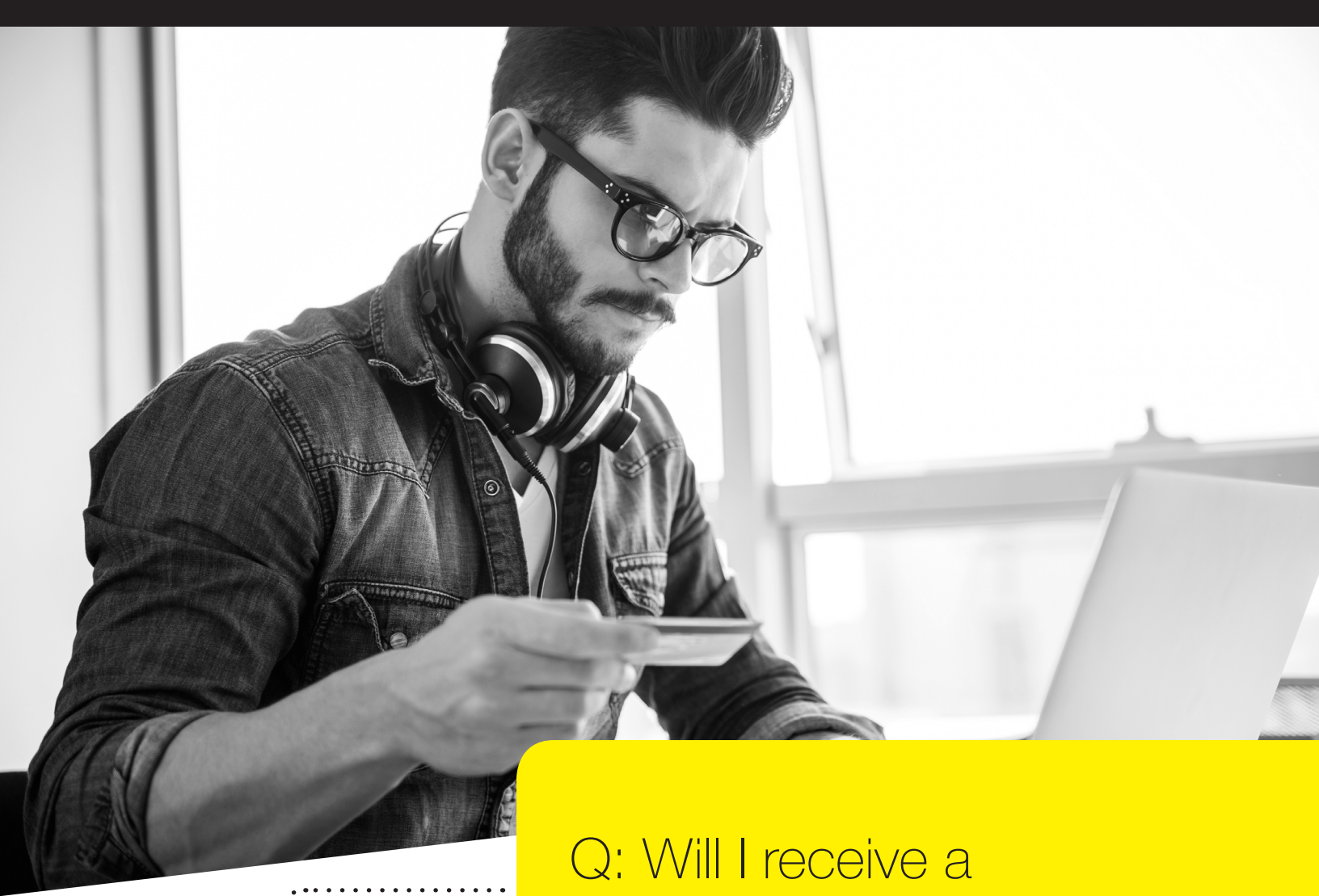
A: Visit myUTFLEX.com or use the mobile app to re-file your claim with Maestro Health. Be sure to include the original documentation and new or additional documentation so we can review and reimburse if eligible. If your expenses require a Letter of Medical Necessity (LOMN) from your physician include that with your claim documentation.

Click here or go to myUTFLEX.com for a template letter to have your physician complete and sign.

***Apple Store:** mSAVE (Maestro Health mSAVE mobile)

Android Store: mSAVE (Maestro Health mSAVE mobile)





Q: Will I receive a new debit card?

A: Yes, you will receive a new debit card only if you elected to enroll in a UT FLEX Healthcare account for the 2016-2017 plan year. Your new debit card will arrive in a plain white envelope by August 31st. Here's the important stuff to know:

- **8/31/16** - The debit card you have with PayFlex will stop working
- **9/01/16** - You can begin using your new Maestro Health debit card
- **9/10/16** - Once your balance has been moved to Maestro Health on this date, it will also be available on your new debit card
- **All cards** will be activated automatically the first time you swipe



Q: How will the Grace Period work?

A: The Grace Period is an extension that gives you an additional 2½ months to file UT FLEX Healthcare account claims using your 2015-16 money. This means you can incur healthcare expenses up until November 15th and have them applied to your 2015-16 account.

And don't worry. We've got your back. Any UT FLEX Healthcare account expenses claimed during the Grace Period (i.e. after the new plan year starts), we will automatically apply last year's funds to pay for those expenses—instead of using the new plan year's money.

The Grace Period does not apply to the UT FLEX Dependent Care accounts. All UT FLEX Dependent Care account expenses must be incurred no later than August 31st.

Q: Will I have the same amount of time to submit claims?

A: Yes, the transition over to Maestro Health does not impact the time you have to submit claims. You will have until November 30th to submit any healthcare expenses (incurred on or before November 15th) and dependent care expenses (incurred on or before 8/31).

Remember to start sending your claims to Maestro Health starting September 1st, regardless of what plan year they are for.



In case you have more questions.

Learn More.

eyeroll.myUTFLEX.com

UT FLEX Portal.

myUTFLEX.com

Mobile App.

Apple Store: mSAVE (Maestro Health mSAVE mobile)

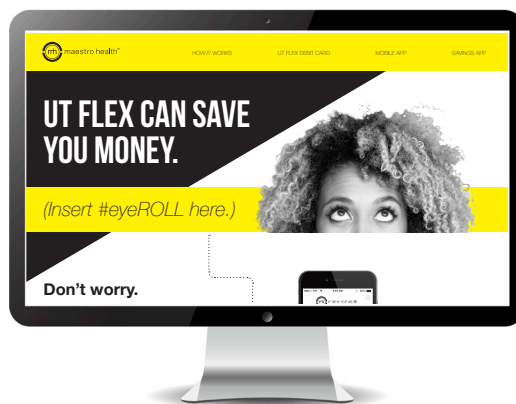
Android Store: mSAVE (Maestro Health mSAVE mobile)

Email.

questions@maestrohealth.com

Customer Service.

844-UTS-FLEX (844-887-3539)



Tips & Tools

- UT FLEX Savings Calculator
- Top Things To Know
- How It Works
- UT FLEX Video
- Downloadable Flyers