

Dear Jessica Martin,

The following communication is being sent to our clients who utilize the Choice Strategies Substantiation Service.

Many insurance carriers have recently enhanced their website security by adopting more stringent user login and credentialing requirements. As a result, Choice Strategies, a division of WageWorks, Inc. is no longer permitted to log in to these websites on behalf of participants enrolled in our Substantiation Service to substantiate certain claims and card transactions. Accordingly, Choice Strategies will discontinue our Substantiation Service effective September 1, 2016. Thereafter, participants who have enrolled in this service will now submit supporting documentation directly to Choice Strategies to verify the eligibility of certain claims and card transactions under their plans.

What does this mean for our participants?

For transactions received on or after September 1, 2016, a participant may be asked to provide Choice Strategies with supporting documentation to substantiate the eligibility of certain claims and card transactions for reimbursement. The requested documentation will enable Choice Strategies to verify that the expense is eligible under the applicable plan.

For transactions received prior to September 1, 2016, Choice Strategies will continue to attempt to substantiate a claim or card transaction on behalf of an enrolled participant, to the extent permitted. If Choice Strategies is unable to do so, we will notify the participant via mail or email and request the necessary supporting documentation.

To help participants with this change, we are providing you and your clients with a sample employee letter explaining the change, and answering some frequently asked questions. You can view this letter [here](#).

Sincerely,
Your Client Services Team
Choice Strategies, a division of WageWorks

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