

## Attention FSA / HSA Participants

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We have elected to engage in a strategic partnership with ThrivePass to facilitate pre-tax services starting January 1, 2025. Like Tilson HR, ThrivePass has been serving clients for over 30 years. ThrivePass has earned a satisfaction rating from its clients and participants of over 9.7 out of 10 thanks to exceptional customer service and easy-to-use technology. Together, Tilson HR and ThrivePass will make navigating your benefits easier so you can focus on what matters most.

### ***There will be some changes as part of the transition to the ThrivePass platform:***

1. **Change in Platform:** ThrivePass has an enhanced look and feel for you and your employees. There will be a new employer/employee login. Registration instructions will come from ThrivePass around January 1, 2025.
2. **Debit Cards:** New Debit Cards will be issued to employees in December. ThrivePass will work hard to try to get all of your employee's new cards by January 1<sup>st</sup>.
3. **New Contact- Information:**
  - a. Email: [tpa@thrivepass.com](mailto:tpa@thrivepass.com)
  - b. Phone: 1-844-427-0155 or 866-855-2844
  - c. Fax: 888-265-5413
  - d. Mailing Address: PO Box 220 Minneapolis, MN 55440-0220

### ***Detailed Information on the Upcoming Platform Transition***



1. Q: What is the overall timeline for the transition to the enhanced platform?

A: The general timeline is shown below.

12/10: New debit cards mailed to members for Employers with carded benefit plans

12/31: Last day to use your current debit card

1/2: Emailed registration letter will go out to participants to provide instructions for logging in (if we do not have an email address on file, the activation letters will be sent via USPS)

- New portal and mobile app are available

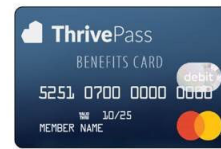
1/1: GO LIVE!

- New debit cards are able to be activated
- ThrivePass will begin to accept claims for 2025 plan year

3/15/25: Last day to submit 2024 claims

2. Q: What happens if I send in a manual claim to our current TPA during the transition period?

A: Any claim submitted to your current TPA (including claims incurred up to 3/15/25) will be paid from any remaining 2024 account balance. Claims must be submitted on or before 3/15/25.



## Debit Cards

3. Q: If my plan has a debit card today, will I receive a new debit card?  
A: Yes. You will receive one card in your name. You may also log onto the member portal to request additional cards for adult dependents (e.g. children in college).

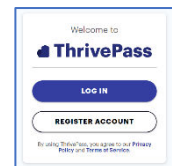
4. Q: When will I receive my new Debit Card?  
A: The new debit cards will be mailed in December and members can expect to receive them within 7-10 business days. The cards will come in a plain white letter envelope, so please watch your mail closely. You will receive a notification when your card has been mailed.



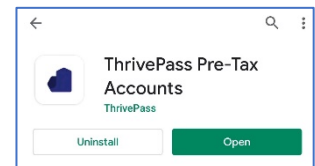
5. Q: If I have multiple plans for which I use my card today, will I receive multiple cards?  
A: No. You will receive one card with multiple “purses” – one for each account that currently has an associated card.
6. Q: What is first date I will be able to use my new debit card?  
A: The new cards will be activated on January 1, 2025, and should be available for use on that day. If you try to use this before January 1st, the transaction will decline.
7. Q: Do I need to do anything to activate my card?  
A: Your card will automatically activate on first use, but you can call in advance of your first purchase to activate the new card. Details will be included on the card mailer.

## Member Portal and Mobile App

8. Q: Will I have to register for the member portal on January 2nd?  
A: Yes. You will receive a letter either through email or via US mail, which will explain the new app.thrivepass.com log-in procedures.



9. Q: What is the name of the mobile app, and must I download the new app to access my account through my phone?  
A: The app is called “ThrivePass Pre-Tax Accounts” and can be downloaded from Google PlayStore or App Store for iPhones. Note that the app is already “live,” but you will not be able to sign in or access your account information until January 1st and only after you have registered your account.



10. Q: When will I be able to submit claims through the member portal or mobile app?  
A: You may submit 2025 claims through the ThrivePass member portal and mobile app on January 1st. **Please note, any prior year claims and run-out periods will still be managed by your current TPA.**