

# FSA / HRA Website Upgrade

## Important Website Changes ALL Participants Must Know!

On June 6, 2011, EBS-RMSCO will convert all FSA, HRA, and Parking/Transit Plans to our new system and website. Starting on June 6, 2011, please access your account online at [www.ebsrmsco.com](http://www.ebsrmsco.com). In the upper right corner, use the drop down arrow in the "Access My Account" section to select Flexible Spending Accounts. Follow the prompts to the login page. When you first log in, please view the website tutorial which will be available as you navigate to the login page. Also, please update your internet "favorites" and/or "bookmarks".



Your login information will change as well. The first time you access your account, you will use a default login format. Your username will be your Social Security number (or whatever identifier your employer provides to EBS-RMSCO), and your password will be the first letter of your first name followed by your 5 digit zip code. For example, John Smith, #123-44-6789, will login with a user name of 123446789 and a password of J14450 (14450 is his zip code). Upon your first entry to the site, you will be required to change your password. Changing your username is optional.

*Note: Effective June 6, 2011, your account on the myebsaccount.com website will no longer be active.*


## What Else do ALL Participants Need to Know?



Routine Plan administrative functions, such as payroll posting/files and claims processing, will not be interrupted by the conversion since all year-to-date information and 2011 activity will be moved to the new system. However, we will discontinue online claim submission on our old website as of June 2, 2011 at 12:01am EDT. You can submit claims online using our new website effective June 6, 2011. Claims can be submitted on a paper claim form for processing between June 2nd and June 6th.

## Important Claim Processing Changes for ALL Participants

Our claims processing center has moved! Please be sure to mail claims to our new address at FSA Dept., PO Box 2330, Blasdell, NY 14219. Always use the latest version of the claim form, found in the forms section of your online account. Using an old claim form may result in delayed processing!

 **EBS-RMSCO, Inc.**  
Employee Benefit Solutions

**Reimbursement Request Form**

Employer			
Participant First Name	MI	Last Name	
Address			
City		State	Zip Code
Email Address		Date of Birth	

## EBS Flex Card Participants MUST Read Page 2

Please be sure to read page two of this announcement for important information regarding your EBS Flex Card!

**Questions** regarding the conversion can be directed to our Customer Service Department by phone at (800) 327-7130 or by email at [ebs.customerservice@ebsrmsco.com](mailto:ebs.customerservice@ebsrmsco.com).

