



## Adds, Terms & Changes

### **IMPORTANT: Communicating Changes**

Please note that for all your Reimbursement Accounts, unless you have:

1. Established an Ongoing Eligibility File with ABG (a connection between your HRIS or payroll vendor and our IT Department)
- and -
2. You have received confirmation that this file is in production from ABG's IT Department, **then:** You must notify ABG of all new enrollments, terminations, or election changes. This should be done by sending an encrypted email to [processing@amben.com](mailto:processing@amben.com). **Please note that the [sendsecure.amben.com](https://sendsecure.amben.com) portal is no longer available**, ABG is working on a solution to offer clients a method to send their encrypted documents. If you have access to a secure portal, please send your files using that method. If you use outlook as your mail application, you can add #encrypt# in the subject line of your email and the email will be secure.

ABG will let you know via email once we have processed any enrollment you send. Please allow two business days for processing change requests.

Please note that if you do not have an Ongoing Eligibility File and are not planning to set one up, then contacts with Administrator Access can request write access to make their changes. Please email [processing@amben.com](mailto:processing@amben.com) to request this access.

To ensure compliance with HIPAA and PHI regulations please make sure that all requests are emailed in an encrypted manner.

**Notify ABG at [processing@amben.com](mailto:processing@amben.com) when your group has any of the following events:**

#### **Mid-plan-year elections for new hires**

Complete the applicable benefit election or enrollment form and email it to [processing@amben.com](mailto:processing@amben.com) in using secure email.\*

You can find all our Enrollment/Election Forms here: <https://www.amben.com/employers-forms.html>.

If you have more than 3 new hires at any one time please use our [Enrollment Submission Spreadsheet \(XLS\)](#) instead of the PDF form to submit these enrollments.

#### **Terminations for employees who lose coverage or who separate employment.**

Complete our [Employee Termination Form](#) and submit to [processing@amben.com](mailto:processing@amben.com)

#### **Election changes for employees who experience a Qualifying Life Event.**

Complete our [Status Change Form](#) and submit to [processing@amben.com](mailto:processing@amben.com)

If you would like the ability to process your Adds, Terms and Changes with your Administration Access to our secure WealthCare Portal, make your request by emailing [processing@amben.com](mailto:processing@amben.com). This solution is only available to groups who do not utilize an ongoing eligibility file fee.

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Should you have any questions or need any assistance, please call 800-499-3539, Option 2 from the voice prompt for the Reimbursement Accounts department, or email [processing@amben.com](mailto:processing@amben.com).