



# CareFirst Broker Flash

**For Consumer Direct contracted brokers only.  
For additional information or supplies, please contact your Broker Sales Representative.  
(Not intended for distribution to groups and members)**

Date: February 28, 2018  
Market: Consumer Direct

## Member Communication – CareFirst’s New Partnership with Further<sup>SM</sup> for Health Savings Accounts

On January 19, 2018, CareFirst announced its new partnership with Further<sup>SM</sup>, formerly Select Account, a leading administrator of health savings accounts. As of April 1, 2018, Further will provide BlueFund Health Savings Account (HSA) support to our members.

Approximately 1,000 Consumer Direct members with a funded BenefitWallet HSA will begin receiving a letter detailing this change in early March.

The letter, which is attached, explains the impacts to these members and the steps they need to take in March:

### New Further HSA

- A new Further HSA will be opened for each impacted member on April 1, 2018.
- Members will receive a CareFirst-branded debit card in the mail; if a member chooses not to fund this account, the account will close after 90 days and the card can be destroyed.
- Once a member contributes to this account, a monthly fee of \$1.70 will accrue.
- Members will have the ability to manage their HSA through CareFirst’s member portal, My Account, including setting up automatic payment of claims.

### Transferring funds from BenefitWallet to Further

- Members can transfer their funds from BenefitWallet to Further and should do so by March 20, 2018.
- Members can request a funds transfer by completing the electronic HSA transfer form at [www.surveymonkey.com/r/carefirstHSAtransfer](http://www.surveymonkey.com/r/carefirstHSAtransfer) or mailing the form attached to their letter.
- Members will not have access to their funds from March 28 through April 10, 2018 – funds will be available on April 10, 2018.
- Once funds are transferred, the member’s BenefitWallet account will be closed.
- There is no charge to close their BenefitWallet account if funds are transferred by March 31, 2018.

### Maintaining the BenefitWallet account

- Members may choose to keep their current HSA with BenefitWallet – but the member will work directly with BenefitWallet as of April 1, 2018.
- Members will no longer be able to manage your BenefitWallet account through *My Account* and CareFirst will discontinue sending any claims information to BenefitWallet.
- After April 1, 2018, BenefitWallet will mail members a new card.
- Members will continue to pay BenefitWallet’s monthly fee.

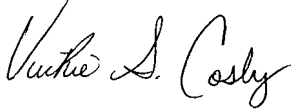


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After March 5, 2018, members with questions about their new Further HSA can call 866-758-6119, Monday through Friday from 8 a.m. to 6 p.m. EST and Saturday and Sunday from 9 a.m. to 6 p.m. EST.

If you have any questions, please contact your broker sales representative.



Vickie S. Cosby  
Vice President, Consumer Direct Sales, Distribution and Communications

**CareFirst Group Trustee Transfer Form**  
Account holder Information, Transfer Instructions & Authorization

BenefitWallet Account Number.....9500

Last Four Social Security Number.....

Your account number can be found in the upper right corner of your BenefitWallet Welcome Kit, cover letter, and statements.

Transfer Request and Authorization:

**Transfer 100% of my account balance and close my account**

<b>If this form is received at the address below by:</b>	March 20, 2018	<b>If this form is received at the address below by:</b>	April 16, 2018
<b>Date BenefitWallet account will be closed and blackout period begins:</b>	March 28, 2018	<b>Date BenefitWallet account will be closed and blackout period begins:</b>	April 26, 2018
<b>Date funds will be available at Further:</b>	April 10, 2018	<b>Date funds will be available at Further:</b>	May 9, 2018

Please mail completed forms to:	
First Class Mail	Courier/Overnight
Further c/o CareFirst PO Box 64193 Saint Paul, MN 55164-0193	Further c/o CareFirst 1750 Yankee Doodle Road S140 Eagan, MN 55121

**\* Note: Only this form will process the transfer to Further at no cost to you.** If this form is received after May 31, 2018 or if your request is submitted on a different transfer out form, your request will be assessed a \$25.00 check issue fee and processed as an individual transfer in the order in which it was received. If this form is received after April 16, 2018 the account closure, investment liquidation and transfer of funds will occur in an administratively timely manner.

**I understand that my HSA investments will be liquidated after the account close date and that market fluctuation could impact the account balance that is ultimately transferred. Until the account close date, it is my responsibility to manage my HSA investment account including managing all transactions to buy or sell investment positions.**

**I authorize BenefitWallet to transact upon my account, to transfer funds from the specified account to the Trustee/Custodian as indicated above.**

<b>Accountholder Name (Printed)</b>	<b>Accountholder Signature</b>	<b>Date</b>

Any questions should be directed to your Employer's Human Resources department or the BenefitWallet Service Center at 1-866-229-6069.

DATE

«Name»  
«Address»  
«City, State, ZIP»

Dear CareFirst Member,

Recently, CareFirst BlueCross BlueShield and CareFirst BlueChoice (CareFirst) announced its partnership with **Further<sup>SM</sup>**, a leading administrator of health spending accounts, to provide BlueFund Health Savings Account (HSA) support to our members. This letter will instruct you on how to transfer your HSA account to **Further<sup>SM</sup>**.

**What this means for you:**

As of April 1, 2018, CareFirst will no longer work with BenefitWallet. After this date, you will no longer be able to manage your BenefitWallet account through *My Account*, and CareFirst will no longer send any claims information to BenefitWallet.

**Further<sup>SM</sup>** will administer HSA accounts for CareFirst members. You will be able to manage your **Further<sup>SM</sup>** HSA through *My Account* as well as set up automatic claims payments from your HSA account. To fully integrate your health insurance plan with your HSA, you will need to transfer funds from your BenefitWallet account to your new **Further<sup>SM</sup>** account or begin funding your new account.

There is no charge to open an account with **Further<sup>SM</sup>**. Your account becomes active on April 1, 2018, and you will be mailed a welcome kit and CareFirst-branded debit card. Once you have deposited money into your new account, you will be charged a low monthly fee of \$1.70 by **Further<sup>SM</sup>**. If you choose not to utilize your **Further<sup>SM</sup>** account, please discard the debit card.

To get started using your new HSA account, you have the option to transfer the funds from your existing BenefitWallet account to your new **Further<sup>SM</sup>** account.

**Transferring funds from BenefitWallet to Further<sup>SM</sup>:**

- By **March 20, 2018**, request a funds transfer by completing the CareFirst Group Trustee Transfer Form at [www.surveymonkey.com/r/carefirstHSAtransfer](http://www.surveymonkey.com/r/carefirstHSAtransfer), or use the attached form. Please mail your completed form via first class mail or courier/overnight service:

First Class Mail

Further  
c/o CareFirst  
PO Box 64193  
Saint Paul, MN 55164-0193

Courier/Overnight

Further  
c/o CareFirst  
1750 Yankee Doodle Road S140  
Eagan, MN 55121

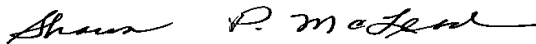
**Please note:** To ensure minimal disruption to your HSA, the CareFirst Group Trustee Transfer Form needs to be completed by March 20, 2018. Forms received after **April 16, 2018**, will incur a closure fee from BenefitWallet.

- You will not have access to your funds from **March 28 through April 10, 2018**, if you elect to transfer your funds to **Further<sup>SM</sup>**. Please plan ahead if you need HSA funds for medical care or prescriptions during this time period.
- Your funds will be available in your **Further<sup>SM</sup>** account on April 10, 2018.
- There is no charge to close your BenefitWallet account if you transfer your funds to **Further<sup>SM</sup>** by April 16, 2018. Once you transfer your HSA account to **Further<sup>SM</sup>**, your BenefitWallet account will automatically be closed.

If you choose not to transfer your funds to **Further<sup>SM</sup>**, you can continue to maintain your existing BenefitWallet account. Please note that on April 1, 2018, you will work directly with BenefitWallet.

If you have any additional questions about your new **Further<sup>SM</sup>** account, or if you need assistance, please contact us on or after March 5, 2018, at 866-758-6119, Monday through Friday, from 8 a.m. to 9 p.m. EST, and Saturday and Sunday, from 9 a.m. to 6 p.m. EST.

Sincerely,



Shawn P. McLeod  
Vice President, Customer Service