

NueSynergy previously was and will continue to be the administrator for the State Employee Health Plan (SEHP) Flexible Spending Accounts (FSA). Beginning 1/1/2019, will be the administrator for the Health Savings (HSA) and Health Reimbursement (HRA) Accounts. **If you have previously had a FSA account with NueSynergy, you do not need to re- register.**

Below is additional information from the SEHP about the transition to NueSynergy. If you have additional questions, please visit [NueSynergy's website](#), contact 855-750-9440 or email KansasSupport@NueSynergy.com.

To visit your 2019 SEHP benefit elections, please visit your [MAP Account](#), login using your KU id and password and click in the "Benefits" tab. You can see your State of Kansas Employee ID on the Account Overview page.

If you have comments you wish to share about the transition from Optum to NueSynergy, please feel free to email them to KDHE.Benefits@ks.gov We hope this additional information is helpful.

KU Benefits
benefits@ku.edu


Employees enrolled in Plans C, J, N and Q, will need to OPEN a New Health Savings Account (HSA) or Health Reimbursement Account (HRA) with NueSynergy for your 2019 deposits.

Here are few items to remember:

To Open Your New NueSynergy HSA or HRA Account:

An email Welcome Kit was sent by NueSynergy on 1/2/2018 with the registration information. This email contains the needed information to register. (To see a copy of that Welcome Kit, click [here](#).)

If you have previously had a FSA account with NueSynergy, you do not need to re- register. Otherwise you will need to open an account at: www.myKansasCDH.com

Click the  button in the upper right of the screen.

To register your new HSA or HRA account you will need to complete the registration process. You will need the following:

Employ~~ER~~ Id: **NUESOK**

Employ~~EE~~ Id: Your State of Kansas Employee Id Number

- To get your State of Kansas Employee Id Number, log into [HR/Pay](#) to view your paycheck (instructions [here](#)). Your ID numbers are to the right of your name; use the SOKS ID number (starts with a letter followed by 10 digits).

If you are having difficulty with the website here are a few tips:

- A "Try Again" comment comes up when registering: Contact NueSynergy at **1-855-750-9440**
- If you are seeing a 403 or Forbidden error: This means you are not even getting to the site and may have a firewall issue.
- Members who use Internet Explorer instead of Chrome are having better results registering their new account.

Contributions

State of Kansas contributions to your new NueSynergy HSA/HRA account will be made after our pay check on 1/11/2019. The new NueSynergy card cannot be used until that time.

For Employees with existing Optum Accounts:

- You will be receiving a new Optum debit card, if your current card expiration date is 2/19- This is standard procedure as not all members will be closing their Optum account. If you will be closing your Optum account you can destroy the new card.
- **Your funds will not be transferred to NueSynergy unless you request them to be transferred.**
- If you would like to transfer money in your Optum account to our new vendor NueSynergy, you will need to request the transfer.

Transfer Process – If your funds are currently with Optum and you want to move them to NueSynergy:

- The Transfer Form, with the bank's signature, is available [here](#) or on the NueSynergy Web site at: www.myKansasCDH.com
- Information you will need to complete the transfer form: Name, Address, Phone, Email, Employee ID (use the State of Kansas Employee ID, information included above)
- You may elect to transfer all or part of your funds. If you elect to transfer part of your funds, you will need to indicate the amount to be transferred.
- Section 4 of the form requires the signature of the account holder. **Be sure it is signed and mailed to Optum!**
- Section 5 must include the signature of the bank (this [transfer form](#) has that signature).
- Once Optum receives the transfer form, processing will begin and will take from 4-6 weeks.
 - At some point in this process Optum will put a hold on your account funds in order to process the transfer.
 - If you are planning to use all or part of these funds, you should plan ahead for this period.
- If you are *not* transferring funds to NueSynergy, you will need to work directly with Optum on any account issues you have in the future.
 - The State of Kansas will no longer have a contract with Optum and will not be able to assist you on your account.

Resources:

NueSynergy

2019 Vendor for Health Savings Account (HSA) or Health Reimbursement Account (HRA)
<http://www.mykansascdh.com/>

Customer Service Toll Free: 1-855-750-9440

Customer Service Email: KansasSupport@Nuesynergy.com

Transition Timeline

Welcome Kit

Optum

Previous Vendor for Health Savings Account (HSA) or Health Reimbursement Account (HRA)
www.mycdh.optum.com

Customer Service Toll Free: 1-877-470-1771

Customer Service Email - healthaccountservicing@optum.com