Discovery Benefits FAQ — Non-LA Gov Agency Responsibilities

How are payroll deductions sent to Discovery Benefits?

Each agency assigns a contact that is responsible for sending the payroll deduction data to Discovery Benefits. Instructions on submitting contribution files to Discovery Benefits are on the following page.

How do I know if payroll deductions have been sent to Discovery Benefits?

A monthly Account Balance Detail report is available to download through the Discovery Benefits portal.

- You will receive a notification on the 1st of each month confirming this report is available for review.
- You will access this portal by logging in through LEAP at employerservices.discoverybenefits.com
- Click "Manage Benefits Administration"
- From the "Reports" tab, click on "Account Balance Detail Report"
- From there, you will select the monthly report by your agency number.
- This report will provide a detailed level of each participant. You will see "Consumer Deposits" by employee on the "Detail" tab to see if the consumer has had payroll deductions sent.

What if an employee does not have the correct payroll deductions in the Discovery Benefits system or on the Account Balance Detail Report?

First, check to make sure that this individual should be enrolled in the FSA. If there are no payroll deductions posted, you may upload the deductions by following the process on the next page. If the total is incorrect, please ensure all accurate deductions have been sent to Discovery Benefits via the contribution files.

What are the other items I should be reviewing on the Account Balance Detail Report?

It is important to monitor the "Pending Repayments" column of the Account Balance Detail Report. This column indicates claims in which participants need to provide further documentation so that Discovery Benefits can approve the claim. This column is updated monthly. It is beneficial to monitor this column, and encourage employees to submit the documentation that Discovery Benefits has requested.

What happens to the pending repayments at the end of the plan year?

If employees do not provide proper documentation to approve their claims, they will become taxable items.

What is a taxable item?

Taxable items result from pending repayments that aren't properly substantiated before plan closing. These are reporting to OGB after the plan year is closed. Pending repayments often result from an initial debit card transaction in which the participant either:

- Didn't provide claim documentation.
- Submitted invalid documentation.
- Completed a transaction for an expense that was determined to be ineligible. Other non-debit card examples may apply, such as identification of a duplicate reimbursement.

What other reports are available to me?

In addition to the Account Balance Detail Report, you will receive a notification that the Enrollment Report is available on the 1st of each month. This report is simplified in that it shows who is enrolled in the FSA for your agency. It is recommended that the agency contacts or payroll department reviews this report each month to ensure each participant is enrolled in the accurate plan.

Who can I contact with questions?

The OGB representative is Erica Andring and can be reached at emorse@discoverybenefits.com or by phone at 701-239-6482. ** Erica does not work with participants directly.

What is the contact information if a participant needs to contact Discovery Benefits?

For any questions about their FSA, please have them call our Participant Services team at 866-451-3399 or chat with our team online at customerservice@discoverybenefits.com.

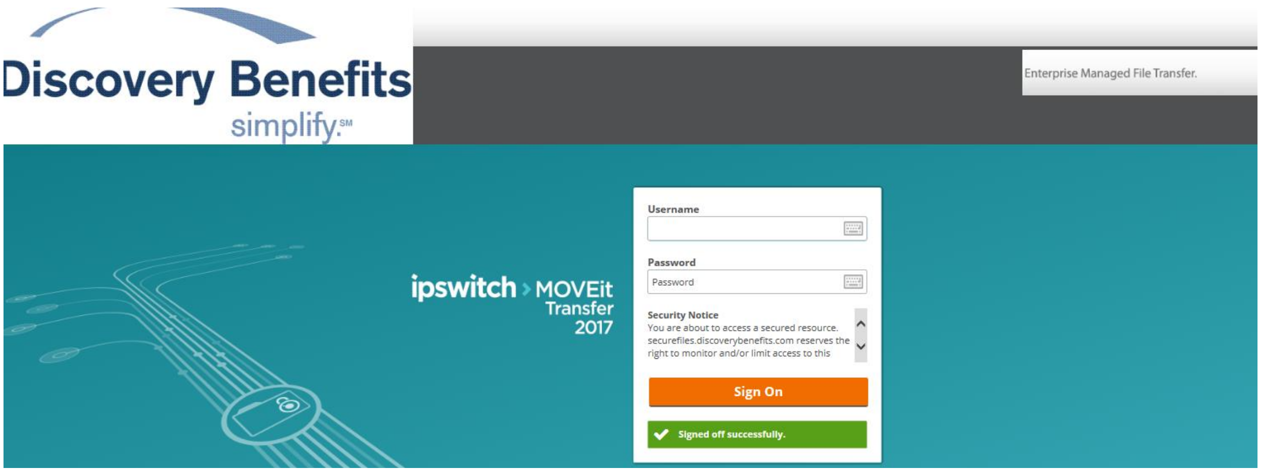
Contribution Files via SFTP

Below are instructions for the updated process of contribution file submissions to OGB and Discovery Benefits. You will use the below process instead of sending the files (password protected) to ogb@discoverybenefits.com, DepositGroup@la.gov, flexiblespendingaccounts@la.gov. When the file is submitted via SFTP, OGB will also receive a copy of the file.

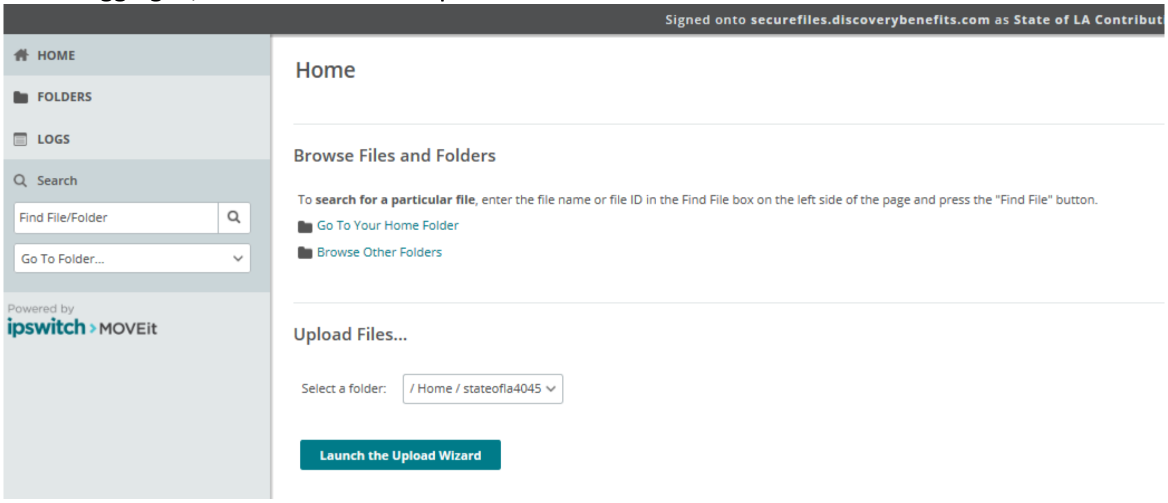
1. Access the login page through the following link: https://securefiles.discoverybenefits.com

   - Please make sure you are using one of the following web browsers: Mozilla/5.0 or higher, Internet Explorer 9.0 or higher, Windows NT 6.1 or higher, Trident/5.0 or higher

2. You will see the login page below. Please use your login information provided.



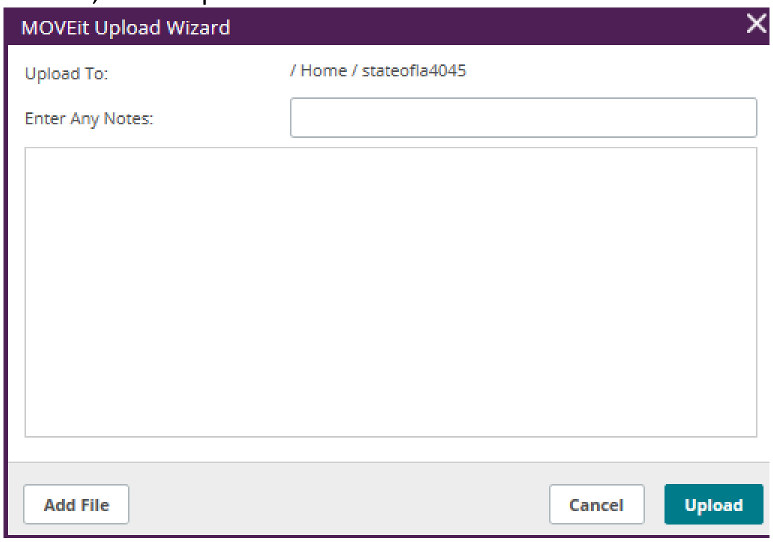
3. After logging in, select Launch the Upload Wizard:



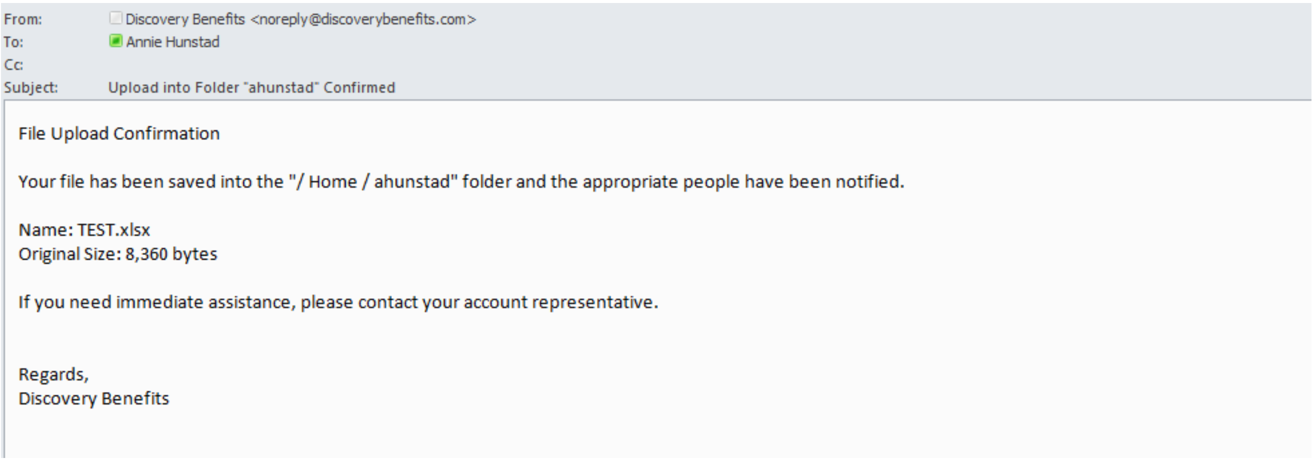
Please note that the file can not be password protected. If you send a file password protected, this will delay processing.

*****Please note that the contribution file date needs to be changed every time you import a file.***

4. A box will appear and you will select Add File where you will browse your desktop to locate the file. Once located, select Upload.



5. Once the file has been imported to the SFTP. You will receive an upload confirmation to the email address on file. The file will be processed in the standard 3 – 5 business days.



From: Discovery Benefits <noreply@discoverybenefits.com>
To: Annie Hunstad
Cc:
Subject: Upload into Folder "ahunstad" Confirmed

File Upload Confirmation

Your file has been saved into the "/ Home / ahunstad" folder and the appropriate people have been notified.

Name: TEST.xlsx
Original Size: 8,360 bytes

If you need immediate assistance, please contact your account representative.

Regards,
Discovery Benefits

Password Resets:
If you need a password reset or have question, please contact Erica Morse.

Erica Morse
Email: emorse@discoverybenefits.com