



WEX Upgrade

Timelines and what to expect



Why Upgrade?

- MFA – eliminates a vast majority of fraud providing clients with the enhanced security they expect.
- Workplace Solutions – Product compatibility for the client to offer participants multiple benefits under one roof.
- Consolidation of data, one UI for participants. Potential to turn on employer analytics.
- Identity Theft and fraud protection through Mastercard.
- Employers can offer their participants industry leading convenience, options, service, and expertise.
- www.voya.com/page/bsl - Can be reviewed for additional information on this Upgrade

Broker Communications	Employer Communications	Participant Communications
6/23/23 Broker Upgrade Announcement	6/23/23 Employer Upgrade Announcement	
8/8/23* Broker Reminder	8/9/23* Employer Reminder	8/10/23* Employee Upgrade Announcement
8/22/23* Broker Reminder	8/24/23* Employer Reminder	8/25/23* Employee Reminder
9/18/23* Broker Advisement of Go Live on 9/20/23	9/18/23* Employer Advisement of Go Live on 9/20/23	9/20/23 Employee Go live Message



*Communications dates subject to change

Employee To Do's	Milestone Dates
Monday September 4 th – Last day for employees to make sure most current address and demographics are on file	Monday Aug. 28 th – Employer Pause Starts – No plan changes can be done
Monday September 4 th – Last day to Opt. out of the HSA Custodial Change	Tuesday Sept. 5 th – Employee profile pause – No demographics, enrollment, eligibility changes, or any other changes can not be made
Saturday September 16 th – Last day to purchase items and have scheduled appointments completed before the Pause Period begins	Thursday Sept. 7 th – HSA Liquidation
Saturday September 16 th - Recurring payments will need to be stopped and reset once new debit cards and Go Live is complete.	Friday Sept. 8 th - New Debit Cards and PIN#'s begin to mail
	Friday Sept. 15 th - Last Day for Payroll File Imports
	Sunday Sept. 17 th - Pause Period Starts
	Wednesday Sept. 20 th – Go Live w/Upgrade



File Updates During Pause Period

September 17 – Transaction Pause Start – NO Transactions will be allowed

- Payroll Files will be held during this transaction pause period –the number of files held will depend on the payroll schedule setup. Please be sure to review for dates of 17th, 18th, and 19th.
- Enrollment & Eligibility files are still on pause from 09.05 date – keep in mind that this pause period is from 09.05 thru 09.19. – this means no terminations and or new employees can be added during this time.
- No Online Portal Availability for the Employer or Employees
- No Claims will be processed
- No Debit Card Transactions will be allowed

Go Live Date of September 20th

- Upon “Go Live” – file processing will resume in the order in which they were received, and exceptions that were held will be processed.
- Transactions will resume
- Accounts will still be in the process of updating when go live begins; some delays may occur. We appreciate your patience.



Important items to remember:

- Employers and Brokers that have current login information will be receiving a Temporary Password on Wednesday September 20th. This will be a system generated email advising of the new web address and temp password for registering. Keep in mind that the current username will remain, it is only the password that will be reset.



New Portal Address as of September 20th for Employees:

- [Myhealthaccountsolutions.voya.com](https://myhealthaccountsolutions.voya.com)

New Portal Address as of September 20th for Employers and Brokers:

- <https://vyaemp.lh1ondemand.com> or <https://Employers.myhealthaccount.voya.com>

www.voya.com/page/bsl - informational landing page for this Upgrade