



HRG Memorandum 14-29

To: KEHP Human Resource Generalists (HRGs)
From: Department of Employee Insurance (DEI)
Re: WageWorks VISA Healthcare Card
Date: December 16, 2014

WageWorks started mailing the VISA Healthcare Cards on 12/12. One change members will notice is the number of cards received. In the past, members received two VISA cards from Humana. WageWorks issues one card per plan.

Members can request additional cards if needed through the following ways:

- Register and login online at wageworks.com/kehps – this is the fastest and easiest way to request additional cards.
- Call WageWorks customer service at 877-430-5519.

For members who have both a Consumer Driven Health Plan (CDHP) and a Healthcare Flexible Spending Account (FSA) the funds for both will be loaded onto one card. The Healthcare FSA, as in the past, will pay first.

When members call to activate their card, they are required to create a PIN but as with Humana, the use of the PIN is optional. Members may continue to select credit and swipe their card without utilizing a PIN.

