

Subject: Temporary Suspension of HSA Claims Submission and Health Care Spending Account (HCSA) Transition to Manulife

As a follow up to the communication sent on March 12, 2024 (see attached) we are providing an update on the Health Care Spending Account (HCSA) Transition to Manulife.

Effective April 1, 2024, we have temporarily suspended the submission of Health Spending Account (HSA) claims to Human Resources (HR) as we transition the HSA claim submission process to Manulife's secure Health Care Spending Account (HCSA).

During this temporary suspension period, we kindly request that employees refrain from submitting any Fiscal 2025 HSA claims to HR until further notice. Please hold onto any receipts for expenses relating to HCSA that you may incur starting April 1, 2024, as employees will be able to submit these expenses for reimbursement through Manulife's secure and confidential benefits portal once the transition has been completed. Our office will provide updates on the transition process and will provide detailed instructions on how to utilize the new HCSA with Manulife. Please note that any claims received in HR for Fiscal 2025 will not be processed.

We have updated our [Health Care Spending Account web page](#) with materials to support you through the transition.

Supporting Documentation

- [How to submit a claim](#)
- [Frequently asked questions](#)

We appreciate your understanding and patience as we work to implement this enhancement to our benefits program.

On behalf of the Total Compensation & Systems, ITS and Finance Teams.
Thank you,

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