

Commuter Parking Benefit – FAQ

1. Can I use my parking benefit if my garage isn't listed in the system?

- Yes. If your parking provider is not listed, you can still use the benefit by paying out of pocket and submitting a reimbursement request.

****How to submit a reimbursement claim?***

1. Pay your parking provider directly and save your receipt or proof of payment.
2. Log into the HealthEquity portal, select 'Parking' and 'Reimbursement (Pay Me Back)', and enter the required details including date, amount, and provider. Upload your receipt.
3. Your claim will be reviewed to confirm eligibility, timing, and documentation before reimbursement is issued.
4. Once approved, the cost will be reimbursed from your commuter account (*pre-tax advantage*).

2. How long do I have to submit receipts for reimbursement?

- Claims must be submitted within 180 days from the date of service.

3. What happens to unused funds?

- Unused funds may remain in your account if you were enrolled at that time.
- They may eventually be forfeited if you are no longer able to use them or if your employment ends.
- Commuter funds are intended for use in the month they are elected.

4. How do new hires enroll in the commuter benefit? *View Member First-Time Login Steps for more details*

- Select 'Commuter Benefits', choose parking, enter your provider details and monthly contribution amount, and submit your order.
- Enrollment is activated once the order is placed, and payroll deductions will begin accordingly.

****Orders must be submitted by the 10th of the month for next month's benefit.***

5. How do current employees update account details or parking selections?

- Log into the HealthEquity member portal and access your commuter account.
- Update parking elections, monthly contribution amounts, or personal information under account settings.

****Changes must be submitted by the 10th of the month and will take effect the following month.***

7. What if I have trouble logging in or receiving a verification code?

- Verify that your primary phone number/work email is correct in your Workday profile.
- For questions about your commuter account, reimbursements, or login issues, contact HealthEquity Member Services at 877-924-3967.