



May 11, 2010

To: AT&T Local Presidents

Greetings:

We received the following Labor Notice from AT&T today in regard to automatic reimbursement of Blue Cross/Blue Shield out of pocket expenses from participant healthcare FSAs that were not processed from January 1 - April 18, 2010 due to a systems error.

Should you have any questions after reviewing the Labor Notice and the attached letter being sent to affected participants, please let me know. I can be reached by phone at (202) 434-1291 or via e-mail at mflagge@cwa-union.org.

In Unity,

Martha Flagge
CWA Representative

May 10, 2010

Audience:

Midwest and Legacy T Labor Groups

Purpose:

To provide notice of a delay in reimbursing certain healthcare FSA claims for Blue Cross/Blue Shield (BCBS) participants

Why/Rationale:

Due to a system error at SHPS, automatic reimbursement of Blue Cross/Blue Shield out of pocket expenses from participants' healthcare FSAs were not processed from Jan 1 – Apr 18, 2010. Those affected were new FSA enrollees effective Jan 1, 2010.

Action Required:

Informational only

Details:

Impact:

Midwest – 429 participants

Legacy T – 180 participants

Next Steps:

The issue has been corrected and claims will automatically be processed with the next two weeks.

Affected participants will be mailed the attached letter alerting them to the delay in reimbursement. No further action is required.



<First Name Last Name>

<Address Line 1>

<Address Line 2>

<City, State Zip>

Dear <First Name Last Name>,

It was recently discovered that your 2010 Blue Cross Blue Shield (BCBS) claims were not transmitting to SHPS for automatic reimbursement from your Health Care FSA. This occurred because BCBS was not made aware that you were enrolled in a Flexible Spending Account. The time period affected was January 1 - April 18, 2010. SHPS corrected this matter and we have now received all BCBS claims for this time period.

If you have not filed a paper claim for reimbursement of these expenses, your claims will be processed automatically within the next two weeks. If you have already filed a paper claim for reimbursement, you will not be reimbursed a second time.

We sincerely apologize for any inconvenience this may have caused you; however, we want to assure you that we are working to correct this problem without requiring any further action on your part.

If you have any questions about this issue, your precise account balance, or your spending accounts in general, please contact SHPS at 1-800-283-3211 from 8:00 AM to 8:00 PM EST and a representative will be happy to assist.

Thank You,

SHPS Spending Account Management Team