



Quickstart Guide

Transitioning to your *new Transit Plan*



Welcome, Devereux Advanced Behavioral Health!
Here are the details you need as you transition to CommuteEase and Employee Benefits Corporation.

Your Transit plan is moving to Employee Benefits Corporation effective **January 1, 2020**.

We will provide all claims processing, record keeping and customer service associated with CommuteEase.

To help you make a smoother transition, this [Quickstart Guide](#) contains important dates in the **Transition Timeline** and how to log into your account and place orders in **Frequently Asked Questions**.

Transition Timeline

December 1 -13, 2019

Election window for January CommuteEase benefit open. Elections must be placed your participant web portal at www.ebcflex.com

December 23-27, 2019

Expect your funds to be available on your current Benefits Card (If applicable) or to have your new Benefits Card mailed to you.

January 1, 2020

Your CommuteEase election is available for use on your Benefits Card. Use your Benefits Card to purchase Transit passes or pay your transit provider directly.

Frequently Asked Questions

How do I create an account and log into My Account Assistant?

Once enrolled, you create your Username and Password the first time you use My Account Assistant. Then, you simply log in with your Username and Password.

1. Create your account the first time you use My Account Assistant

- Go to www.ebcflex.com
- Choose "Participants," from the Log In drop down list
- Choose "First Time User," and follow the prompts to create your User Name, Password and Security Question/Answer

2. Log into your account

- Go to www.ebcflex.com
- Choose "Participants," from the Log In drop down list
- Enter your Username and Password

When will we have access to My Account Assistant to begin looking around and making orders?

Access is available beginning **December 1, 2019**. All orders must be placed between **December 1**, and **December 13 , 2019** for the **January, 2020** benefit month.

If I do not make a CommuteEase order for a specific month, will my paycheck still be deducted?

No, your paycheck will only be deducted for monthly orders that are made using CommuteEase.

Where can I learn more about my new CommuteEase Plan?

You will receive additional communications regarding your CommuteEase plan and how to maximize this benefit by November 1, 2019.

Who should I call if I have questions?

Please contact our Participant Services Team between 7 a.m. and 5 p.m. CST at 800 346 2126 and choose option 1.