

Frequently Asked Questions (FAQ)



Intuit's flexible spending account (FSA) administration transition from Alight to Via Benefits

Effective **April 15, 2024**, the administration of Intuit's flexible spending accounts (FSAs) will transition from Alight to Via Benefits.

Why is Intuit changing the FSA administrator?

This change is in response to employee feedback and is part of a broader initiative to improve your overall experience with your Intuit benefits.

When is the last day I can use my Alight YSA debit card?

The last day you can use the Alight YSA debit card is Friday, March 22, 2024, 11:59 PM ET. Alight YSA debit card transactions will be declined beginning March 23, 2024.

When is the last day I can submit FSA claims to Alight?

The last day you can [submit FSA claims](#) to Alight is Friday, March 22, 2024, 11:59 PM ET (for eligible expenses incurred August 1, 2023 - March 22, 2024). Alight will process them by April 14, 2024.

What other impact will I experience while Intuit transitions to the new FSA administrator?

FSA services will be temporarily suspended from March 23 through April 14, 2024. During this time, there will be no access to FSA services, including claims submissions and debit card usage. Please plan to pay out-of-pocket for eligible FSA expenses during this time and submit them to Via Benefits on or after April 15, 2024.

When will I receive my new FSA debit card?

Via Benefits will send new FSA debit cards via USPS first-class mail on April 11, 2024. You will be able to use your new debit card for eligible FSA expenses beginning April 15, 2024. If you do not receive your new debit card by the end of April, please reach out to Via Benefits for reissue of the card. Please note there is no debit card for the dependent care FSA.

When will I be able to access my Via Benefits account?

You can access your Via Benefits account beginning April 15, 2024.

What will happen with FSA claim appeals?

Alight will continue to receive FSA claim appeals through March 22, 2024. However, Alight will not accept new FSA claim submissions or appeals after that date. Alight will report claim appeal statuses to Via Benefits. Approved appeals will be sent to Via Benefits for payment. You can resubmit denied claims to Via Benefits on or after April 15, 2024.

What should I do if I have to pay back to the FSA because Alight overpaid me on an FSA claim?

Send your payment to Alight before March 22, 2024. Any payments received by Alight after March 22 will be returned to you.

What should I do if I missed the March 22, 2024, deadline or still have unresolved claims with Alight?

You can resubmit your claims along with the receipts to Via Benefits on or after April 15, 2024.

Can I access my historical FSA information from Alight?

You have access to [Alight](#) for historical FSA information through July 31, 2024.

What happens if I need to replace my Alight YSA debit card?

Alight will not replace or issue YSA debit cards after February 26, 2024. You can submit claims for qualified health care expenses to [Alight](#) through Friday, March 22, 2024, 11:59 PM ET. You can submit claims to Via Benefits as of April 15, 2024.