

ACCESSING YOUR ACCOUNTS

HOW DO I ACCESS MY BRI ACCOUNT?

The first step will be to register your account. You will then be able to access your account by (1) logging in to BRIWEB online, (2) through the BRIMOBILE app, or (3) by calling our QuickBalance line at (877) 342-0825 to hear your account balance.

HOW DO I REGISTER MY ACCOUNT?

You can register for an account starting December 1st. To do so, you will need the following information:

- Company Code: Minnesota
- Member ID: Employee ID + last 4 digits of your SSN
- Personal Info: First name, last name, zip code
- Access to email or phone number to receive verification code to complete registration

Go to the State of Minnesota's landing page found at BenefitResource.com/state-of-minnesota. Click on the 'Login to BRIWEB' button that is available starting December 1st. Select Register an Account and follow the prompts.

WHEN CAN I LOG IN TO BRIWEB FOR THE FIRST TIME?

You can login to BRIWEB after setting up your account. This may be done on or after December 1st, 2021. Once you have your BRIWEB account login information, you can login to the BRIMOBILE app, sign up for text and/or email account alerts, set up your Direct Deposit, and even chat live with our Participant Services team.

DO I NEED TO RE-ENTER MY DIRECT DEPOSIT INFORMATION?

No - If you had your direct deposit information on file with 121 Benefits, that information was transferred over to BRI. You can review this information on BRIWEB by expanding your profile in the left sidebar and clicking on "Direct Deposit".

To make an update to your Direct Deposit information, you will need your Bank Routing Number and Account Number. For a checking account, you will find these numbers at the bottom of your personal check. For a savings account, contact your bank to get their Bank Routing Number and your Savings Account Number. Once you have that information, do one of the following:

- Login to BRIWEB. Click your name on the left sidebar to expand your menu options. Click on "Direct Deposit" and enter your direct deposit information.
- Fill out the Direct Deposit Authorization Form located on BenefitResource.com/state-of-minnesota.

WILL I STILL BE ABLE TO SEE MY ACCOUNT HISTORY?

You will see the current year activity associated with your account starting January 1, 2022. Your 2021 account activity will be reflected on January 10, 2022 after the transition is complete. Eligible carryover funds will be reflected in your 2022 account by January 15, 2022.

SUBMITTING CLAIMS

HOW ARE CLAIMS FOR THE 2021 PLAN YEAR HANDLED?

Claims for the 2021 Plan Year may be submitted to 121 Benefits through noon Central Time on December 30, 2021 and will be paid through the 121 Benefits platform. A final claim processing will be done by 121 Benefits on January 7, 2022.

Important note: During the transition to the BRI platform, there will be a black out period between December 31, 2021 and January 10, 2022 where no 2021 claims may be submitted or reimbursed.

Carryover funds will also not be available for reimbursement until they have been transitioned to the new system. Expenses from 2021 may be submitted towards carryover amounts beginning January 10. Expenses from 2022 may be submitted towards carryover amounts beginning January 15.

Once the 2021 information has been moved to BRI, claims for 2021 can be submitted to BRI through the BRIWEB participant site, the BRIMOBILE app, or by mail or fax beginning January 10, 2022. The 2021 plan balances including rollover amount will be accessible in the BRI platform by January 15, 2022. The final submission deadline for 2021 Plan Year claims is February 28, 2022.

HOW ARE CLAIMS FOR THE 2022 PLAN YEAR HANDLED?

Claims for the 2022 Plan Year may be submitted to BRI beginning January 1, 2022.

HOW DO I SUBMIT MY CLAIMS TO BRI?

There are four ways to submit your claims: (1) online through BRIWEB, (2) through the BRIMOBILE app, (3) via fax, or (4) via mail. To submit via mail, visit BenefitResource.com/state-of-minnesota for a Reimbursement Form. Save the Reimbursement Form, fill it out online or on the printed copy, and then send a printed copy to BRI at the address printed on the document. Visit the link at the bottom of the Reimbursement Form for additional assistance.

HOW OFTEN WILL MY CLAIMS BE PROCESSED?

Your claims will be processed within 3 to 5 days after they are received at our processing center.

DEBIT CARD

WHEN SHOULD I STOP USING MY 121 BENEFITS CARD?

Your existing 121 Benefits card will deactivate after December 31, 2021, regardless of the expiration date of the card. You will have access to your 2022 Plan Year MDEA election through the Beniversal Card beginning January 1, 2022. Remaining funds from 2021 that are eligible to roll into 2022 are expected to be available on the Beniversal Card by January 15.

WHEN WILL I RECEIVE MY BENIVERSAL CARD, AND WHEN CAN I START USING IT?

MDEA, PKEA and BVEA participants who made new elections during Open Enrollment for 2022 will automatically receive a set of two Beniversal Cards at your address on record between December 15-31, 2021. MDEA participants who only have carryover funds going into 2022 will receive a set of debit cards in late January. You will need to activate your new Beniversal Card before using it.

To request additional cards, please call our Participant Services Team toll-free at 800-300-1672. Additional cards are \$10 for a set of two cards. REMEMBER: The new Beniversal Card should not be used for 2021 expenses.

HOW DO I ACTIVATE MY BENIVERSAL CARD?

You can call the activation number on the card or activate it online when you log into your BRIWEB account. For card activation over the phone, follow the prompts. For online activation, follow these steps:

- 1) Go to BenefitResource.com/state-of-minnesota and click on the 'Login to BRIWEB' button that is available on the page starting December 1st.
- 2) Login to BRIWEB using your login ID and password. If this is your first time logging in, you'll need to register for an account using your Company Code (Minnesota) and Member ID (Employee ID + last 4 digits of your SSN).
- 3) Click the 'View Card Status' button at the top of the page.
- 4) Expand 'Card Status'.
- 5) Click on 'Activate'.
- 6) Enter the CVV code from back of your card and click 'Activate'.

WHAT NEW FEATURES ARE AVAILABLE WITH THE BENIVERSAL CARD?

- The Beniversal Card provides the latest in contactless payment technology and is compatible with top digital wallets: Apple Pay®, Google Pay®, and Samsung Pay®.
- For those enrolled in a PKEA, the Beniversal Card can be used for parking expenses at approved parking facilities. If your card is not accepted for payment, please contact Participant Services at (800) 300-1672 so we can classify that parking facility as an eligible location for future payments. There must be funds in the PKEA in order for the card to work.

ADDITIONAL QUESTIONS?

- For additional questions or assistance, contact Participant Services at: (800) 300-1672, Monday – Friday 7:30am – 5pm (Central Time). Starting in 2022, the hours are extended to 7am – 7pm.