



July 1, 2014

«First_Name» «Last_Name»
«Address_Line_1»
«Address_Line_2»
«City», «State» «Zip»-«Zip_Ext»

Dear «First_Name» «Last_Name»:

Effective July 1, 2014, is continuing the Health Reimbursement Arrangement (HRA) component to the MIA/Blue Cross and Blue Shield HMO (deductible) and PPO (deductible) Plans. This HRA is being funded by the City of Haverhill to assist with your healthcare expenses which are subject to your plan deductible. **Eligible participants in this HRA are retirees who are enrolled in a City of Haverhill medical plan who are not Medicare eligible and are over age 65.**

Through the HRA, the City of Haverhill will reimburse you for 100% of the annual deductible incurred up to a maximum of \$250 per individual/\$750 per family enrolled in the BCBS HMO (deductible) or PPO (deductible) Health Plan.

Included with this memo is:

- HRA Reimbursement Request form.

To file a request for reimbursement from your HRA:

- Complete the enclosed HRA Reimbursement Request form. The form can also be downloaded online from www.mycrosbybenefits.com. Claim forms will also be available in Human Resources at City Hall and online at the Human Resources employee benefit page.
- Attach the Explanation of Benefits (EOB) statement from Blue Cross Blue Shield as proof of your out of pocket expense.
- Fax reimbursement requests and supporting documentation (EOB) to 978-367-9626 or mail to Crosby Benefit Systems, PO Box 25172, Lehigh Valley, PA 18002-5172.

Your proof for HRA expenses must clearly indicate:

- the person receiving the service
- the type of service or supply
- the name of the person providing the service or supply
- the amount charged
- the date the service was rendered

(Continued on the reverse)

RETOV65



How to Set Up an Account Online:

1. Go online to www.mycrosbybenefits.com (turn off pop-up blockers) and click on the New User link
2. Follow the prompts to set up your user account. You will be asked to provide an Email Address, Date of Birth, Zip Code and your Unique Identifier (SSN)
3. Click Submit
4. An Activation Email will be sent to the Email Address you provided. Follow the instructions to “Activate your Account”. Once activated, you will be directed to the MyCrosbyBenefits.com Lobby.
5. Choose the green “Reimbursement Accounts” button to access your Reimbursement Account information.

If you have any questions, please feel free to contact Crosby Benefit Systems at 866-918-9711 or servicecenter@crobybenefits.com.

Sincerely,

Crosby Benefit Systems