

Transportation Services Frequently Asked Questions (FAQs)



Overview

Transportation Services is a valuable part of your benefits program and can be paired with other benefit-spending accounts, like a health savings account (HSA) or a flexible spending account (FSA). The monthly Transportation Services amount you elect is subtracted from your paycheck via pre-tax payroll deductions. To take advantage of the Transportation Services benefit today, please review the following FAQs to help get you started.

FAQs

1. When should I make my parking and/or transit account election?

You will enroll in your parking and/or transit account election each year during open enrollment through your employer.

2. How do I change my monthly election amount?

You will be required to complete your new monthly election amount through your employer, which can only be made for future months.

3. When will my parking and/or transit funds be made available for reimbursement?

Your parking and/or transit funds will not be available until they have been contributed into your account. Funding will occur with each payroll via pre-tax payroll deductions.

4. What type of expenses can I use the parking account to pay for?

You may use the transit account to pay for parking expenses where you work or for parking at a place from which you commute using mass transit to work.

5. What type of expenses can I use the transit account to pay for?

You may use the transit account to pay for work-related transportation expenses including mass transit passes like vouchers, tokens, or fare cards used for buses, trains, or vanpools where the vehicle seats at least six adult passengers (excluding the driver).

6. Can I use both the parking and the transit reimbursement accounts?

Yes, you can use one or both of the accounts. The accounts are listed separately but are available on the same election form.

7. What is the limit for parking and transit reimbursement?

Transit account disbursement limits are determined by the federal government. The IRS limit for transit passes or commuter highway vehicles is \$260 each month. For parking, the limit set by the federal government is also \$260 each month.

8. Can I use my parking and/or transit account for my spouse or dependent's expenses?

No, they may only be used by you, the employee for your parking and/or transit expenses.

9. Can I move funds from the parking account to the transit account, or vice versa?

No, parking funds must be allocated to parking only account and transit funds to transit only account.

10. How do I get reimbursed for my parking and/or transit expenses?

You will have access to your transit account through your Optum Payment Card, provided your funds are available. When reimbursing for expenses, please keep in mind:

- Transportation plans are reimbursed on a monthly election. Therefore, the date of service on the claim must start and end within the same month.
- A claim must be submitted for each month separately.
- You must file claims within 180 days of date of service.



11. What happens to the amount remaining at the end of the year if I do not use all of my account balance?

There is no refund on this account. You may carry the amount remaining over to use for future expenses the following year as long as you continue to remain active in the benefit account.

Have questions? We're here to help

If you have additional questions, you can reach Customer Service from 8:00 a.m. to 8:00 p.m. ET, Monday through Friday, at **1-877-470-1771** or visit **mycdh.optum.com**.

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