

ConnectYourCare is now part of Optum Financial

Strengthening the connection between **health** and **finances**.



ConnectYourCare, who administers your tax advantaged spending account, is now a part of Optum Financial. By combining our expertise in health finances, we are able to bring you an enhanced customer experience that offers more value and choice and a deeper connection between health and finances.

Here's what to expect starting July 9

Payment card

First things first: There will be no change to your payment card. You can continue to use your current card as you always have.

Member account website and mobile app

- **New name, new look:** In July, the name of our mobile app will change from “MyCYC” to “Optum Financial.” If you already have our mobile app, it will be updated to reflect this change. If you do not have the mobile app yet, please search for “Optum Financial” in the app store. The member account website will be updated at a later time.
- **No changes to functions or features:** The function and features in the member account website and mobile app will remain the same.

HealthSafe ID – A new sign in experience

At Optum Financial, the security of our members' accounts is a top priority. As such, we're updating our sign process with HealthSafe ID®, a leading technology that strengthens security protocols by using two-factor authentication to ensure accounts remain safe and secure.

As of July 9, when you sign into your account through our mobile app, you'll be prompted to register for a HealthSafe ID.

- The [HealthSafe ID registration page](#) is a valid webpage wholly owned and operated by Optum.

- It typically takes less than 5 minutes to create a HealthSafe ID, and you only have to do it once. After that, you can quickly sign in using your new username and password.
- You'll need to enter your name, birth date, zip code, phone number and health plan ID. You'll also be asked to provide your email and phone number for account verification.
- If you already have a HealthSafe ID from a previous experience with Optum, you do not need to set up a new one; you can use your existing credentials. If you don't remember your credentials, you can easily reset them during the sign-in process.

You won't need to register for a HealthSafe ID if you access your account via your employer benefits or health plan site. You will automatically be directed to your account as usual.

Customer service

You should contact the telephone number on the back of your payment card for service and support.

Where can I get more information?

For more information about what to expect as we integrate our services and products with Optum Financial, please contact the number on the back of your payment card.

Sincerely,

ConnectYourCare, a part of Optum Financial

Who is Optum Financial?

Optum Financial is a leader in health accounts, financial products and banking expertise. We are the number one ranked health accounts administrator* and the only financial institution owned by a health care company.

**2020 Year-End Devenir HSA Research Report*

Health savings accounts (HSAs) are offered through ConnectYourCare, LLC, a subsidiary of Optum Financial. HSAs are subject to eligibility requirements and restrictions on deposits and withdrawals to avoid IRS penalties. State taxes may apply. Fees may reduce earnings on account. This communication is not intended as legal or tax advice. Federal and state laws and regulations are subject to change. Flexible spending accounts (FSAs), health reimbursement arrangements (HRAs), dependent care assistance programs (DCAPs), Transit and Parking Programs, Adoption and Surrogacy Assistance, Tuition Reimbursement Programs, Wellness Programs, and Lifestyle Reimbursement Programs are administered on behalf of your plan sponsor by Optum Financial and are subject to eligibility and restrictions. Federal and state laws and regulations and the design of your plan are subject to change. Apple, the

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