A better way to commute each day

HealthHub™ offers a Commuter Benefits program that provides a simple solution designed to get you to work while saving you money. This program allows you to pay for your commuting costs with pre-tax dollars which decreases your taxable income and increases your spendable income. And, by using public transportation, you reduce your carbon footprint. Enrolling in a commuter benefits program not only saves the environment but also puts more money in your pocket.

Getting started is simple!

To get started, go to HealthHub.com, click on Employee Account Login and register your account. Once you have successfully registered, visit the Financial Center to access your Commuter account. From your own computer, you can order transit passes, vouchers and commuter checks for parking each month that are delivered right to your home address.

Purchasing transit passes online

By purchasing your transit passes online, the transit authority will mail your pass(es) directly to your home address each month before the 1st of the benefit month. Some passes may be electronically credited to a stored value card and therefore, you will be required to obtain a stored value card prior to using the online ordering platform. To order passes online, login to HealthHub.com and follow the instructions below.

• Click on the Financial Center and select Commuter Benefits from the account drop down menu.
• Click on Transit Order located on the left-hand side.
• Select the Greater Metropolitan Area in which you commute.
• Select the applicable transit provider.
• Select your transit product (depending on the transit authority, the system may require you to enter your station route first in order to identify the pass type).
• Enter your transit pass number (if applicable to your transit authority) and click Continue.
• Enter the value you wish to add to the pass, and transit pass number (if applicable).
• Enter the number of passes you wish to purchase and click Continue to confirm order.
• Identify if you would like to schedule this transaction as an automatic, recurring monthly purchase.
• Set your recurring options and click Purchase.
• Review your order for accuracy and click Return Home.

Sign up to receive your passes automatically each month!

When you make your purchase online you have the option to schedule it as an automatic recurring transaction. If you choose this option, your purchase will be automatically placed every month. The only time you would need to go back online is to make a change or cancel your recurring purchase for a particular month which can be done through Edit Recurring Options.

Paying your parking provider online

We’ve made paying for your parking easy with the Monthly Direct Pay program. You can set up payment to your parking provider for your recurring monthly parking expenses. To pay your parking provider, login to HealthHub.com and follow the instructions below.

• Click on the Financial Center and select Commuter Benefits from the account drop down menu.
• To pay your parking provider directly, you must have an existing relationship and account number with that provider.
• Select Parking Order on the left-hand side and then click Monthly Direct Pay.
• Using the search option, enter the name of your parking provider.
• Select a parking provider from the list. You are selecting the payment address for your parking provider which may not be the same as your location.
• Enter your Parking Lot address information and click Continue.
• Enter the amount to be paid to your Parking Provider and your account number. Check the acknowledgment box and click Continue.
• Set your recurring options and click Purchase.
Obtaining Commuter Checks for Parking

If paying your parking provider online isn’t an option – no problem! Pay for your work-related parking expenses with Commuter Checks. Once you receive your checks, you may purchase one or more types of parking, and you may use more than one check at any time. In any case, change will not be given by the parking provider. To get Commuter Checks, login to HealthHub.com and follow the instructions below.

• Click on the Financial Center and select Commuter Benefits from the account drop down menu.
• Select Parking Order on the left-hand side and then select Commuter Check for Parking.
• Enter Parking Provider information.
• Enter the amount and quantity of Commuter Checks for Parking needed to pay your provider and click Continue.
• Review your order, set your recurring options and click Purchase.
• Click Return Home. Your order is now complete and will be processed on the next cutoff date.
• Your Commuter Check for Parking order will be mailed to your home address on file.

Getting cash reimbursements for parking

If you’ve already paid your parking provider, you can still get reimbursed by signing up for cash reimbursement. To enroll in cash reimbursement, simply login to HealthHub.com and follow the instructions below.

• Click on the Financial Center and select Commuter Benefits from the account drop down menu.
• Select Parking Order on the left-hand side and then click on Enroll in Cash Reimbursement.
• Select the link next to Step 1 to set your parking election.
• Enter election amount, parking provider name, location and address and select Purchase.
• Review your election and set your recurring options.
• Click Purchase.
• To get reimbursed, login to HealthHub.com and click on File A Claim to submit a claim online or fax a completed claim form and your receipt, if available, to PayFlex at 402.231.4310.

Reminders about your Commuter Benefits

• The deadline for ordering passes is set by your employer.
• In order to cancel your pass, the order must be deleted online at HealthHub.com before your employer’s cutoff date and the reference number must be included within the request.
• The maximum pre-tax parking and transit amounts are set by the IRS annually. Visit HealthHub.com to view this year’s pre-tax limit.
• You may purchase passes over the pre-tax limit, however the excess amount will be taken out of your paycheck on an after-tax basis.
• Passes lost by participants are non-refundable.
• PayFlex will replace up to one non-delivered pass per contract year per participant. You must contact PayFlex at 800.284.4885 and complete the Transit Non-Delivered Pass form by the monthly deadline (this form can be found on our website at HealthHub.com).
• Participants who use transit authorities that have a combined parking and transit stored value card should purchase separate cards for both accounts.
• PayFlex is not responsible for expired passes or late distribution of passes where the delivery was delayed by local transportation authorities.
• Passes not delivered due to an invalid or wrong address are not the responsibility of PayFlex.

Questions?

Contact Customer Service at 800.284.4885, 7am-7pm, Monday – Friday and Saturday 9am-2pm CT.