

December 15, 2025

Transition and Blackout Notice – New Service Provider for Your Health Reimbursement Arrangement (HRA)

Good news! Administration of your HRA will be moving from HealthEquity/WageWorks to **Gallagher HealthInvest** in **February 2026**. This transition will result in a new customer care center and administrative platform to better serve you. Please read this notice carefully. It contains important details about what you should expect and steps you will need to take in the New Year.

As a reminder, your HRA is sponsored by Battelle Savannah River Alliance, LLC (BSRA). BSRA puts tax-free money into your HRA. You can continue using this money to help cover your out-of-pocket healthcare expenses and premiums during retirement.

Why the change? The move to **Gallagher HealthInvest** will provide you with better online services and customer care when you have questions or need help. Other important enhancements and services include:

- User-friendly **online portal**
- Fully-functional **mobile app**, HRAgo®
- Personalized **telephone service** and **secure messaging**
- Easy **online or mobile claims** submission
- Fast **claims processing** in five to seven business days
- Automatic **premium reimbursement** option

However, during the transition period, your account and HRA services will be unavailable for a period of time known as a Blackout Period, as described below.

Transition and Blackout Period from January 17 – February 9, 2026

Carefully read each item below, including information on what you need to do.

1. **Reason for Notice – Transition to HealthInvest:** The administration of your account is changing from HealthEquity/WageWorks to HealthInvest in February of 2026. You are not required to take any action right now. Your HRA benefit from BSRA is not changing—it's just moving to a new administrative platform. This transition is expected to wrap up on or around **February 10, 2026**. HealthInvest will work with our current providers to make this experience as smooth as possible.
2. **HRA Rights Affected by the Transition and the Blackout Period:** Any claims received by HealthEquity after **January 16, 2026 will not be processed**. You will **need to resubmit these claims** to HealthInvest after receiving your welcome packet in late February. Your original claims eligibility date will transfer to HealthInvest. This means you'll still be able to submit claims to HealthInvest for qualified expenses all the way back to when your HRA first became claims eligible.

3. **Length of Blackout Period:** Your HRA will be temporarily unavailable during the period beginning **Saturday, January 17, 2026, through Monday, February 9, 2026**. Claims and premium processing are scheduled to resume February 10.
4. **Contact for Assistance and Questions.** If you have any questions about the transition or the Blackout Period please contact **Gallagher** at **1-855-662-0681**, 9:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday.

Upcoming Information to Assist in the Transition

- **Welcome Packet:** Watch for a Gallagher HealthInvest welcome packet in the mail soon after the transition and blackout period in **late February**. It will include your personalized new account number, transferred account balance, and easy instructions for registering and accessing your account online. HealthInvest's customer care phone number also will be provided in case you have questions or need help.
- **Note:** *If your email address is on file*, HealthInvest also will send you a heads-up **enrollment confirmation email** in **early February**. It will contain instructions and a time-sensitive online registration link so you can log in and check out your new account prior to the actual transition. *If you do not have an email address on file*, watch for your **Welcome Packet** as it also contains needed information.

Transitioning Reimbursements for Premiums and Claims

- **Automatic Premium Reimbursements (APRs)** will be transferred automatically to HealthInvest, on or around **February 10**.
- If you currently utilize **Pay Me Back** through HealthEquity, you will need to initiate a similar process under HealthInvest after registering and logging in to your new account on or after **February 10**.
- **Direct Deposit** banking information will not automatically transfer. **You will need to set it up again** under HealthInvest. Your welcome packet will provide instructions.

Online Account Access: Look for online registration instructions in your welcome email and welcome packet. Online registration helps protect your account from unauthorized access.

Mobile App: After registering online, search and download **HRAgo®** from the App Store or Google Play. With HRAgo®, you can easily connect to your HRA from any mobile device. You'll even be able to submit supporting documentation and claims with just a few clicks.

Questions: As noted, contact **Gallagher** at **1-855-662-0681**, 9:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday.