

New Enrollee Access-A-Ride/Paratransit

Enrollment for the WageWorks Access-A-Ride/Paratransit began for all employees on December 1st, 2010.

Step 1: Enroll through your Agency's TransitBenefit Coordinator

- ✓ You must provide your agency's TransitBenefit Coordinator with a copy of a valid picture ID or an acceptance letter from the Eligibility Determination Unit of NYCT or other proof of enrollment in a paratransit service along with an Access-A-Ride/Paratransit Plan enrollment form.

Step 2: Confirm Enrollment in NYCAPS ESS (optional)

- ✓ The next business day after your TransitBenefit Coordinator enrolls you in the AAR Plan you will be able to go into ESS to "Payroll and Compensation", then "Deduction Information", then, "Commuter Benefits" to confirm your enrollment.
- ✓ You will be able to make changes or suspend your deduction in ESS.
- ✓ You will also be able to update your "Mailing Address", "Email Address", and "Phone Number" in ESS. WageWorks will use this information to send you Paratransit coupons or tickets and contact you.

Step 3: Go to WageWorks Website

- ✓ Wait 2 business days after your TransitBenefit Coordinator enrolls you in ESS.
- ✓ Then register on WageWorks website <http://getwageworks.com/nyc/> or call 1-877-WageWorks (1-877-924-3967) Monday to Friday, 8 a.m. to 8 p.m. to order your Paratransit coupons or tickets.
- ✓ When you call WageWorks, identify yourself as a City of New York employee.
- ✓ For security validation, you will be prompted for:
 - Last name on your paycheck
 - Month and Day of Birth (not year)
 - Zip code on file with WageWorks (Mailing Address)
 - Last four digits of your Employee Reference Number.

What else should I know?

- ✓ The deadline for ordering Paratransit services is the 10th of the Month.
 - Example: January 10th for delivery in late January for use in February
- ✓ On the WageWorks website, select:
 - "Place Commuter Order", then "Public Transportation", then "Select Your Service Provider", then "Select Your Pass"
 - Confirm Your Mailing Address and Contact Information
 - Agree to Terms & Conditions.
- ✓ If you don't have enough money in your WageWorks Account by the order deadline, you can supplement funding with a personal credit card, but WageWorks must have received at least one payroll deduction for your order to be processed.
- ✓ Your payroll deductions will be posted in your WageWorks account on payday.

What happens next?

- ✓ You will receive emails from WageWorks confirming your purchases.
- ✓ You will receive your coupons or tickets at your mailing address for use by the first of the month.