



Important Information About Your Reimbursement Account



Action Required: Sign Up for Direct Deposit

This letter is to inform you of a change in the requirements for your reimbursement account provided by Public Employees' Benefits Program (PEBP) and administered by Via Benefits. As of September 1, 2025, all reimbursements will be delivered via direct deposit. In order to continue receiving reimbursements, please set up direct deposit either through your Via Benefits Accounts mobile app or your Via Benefits online account.

Set up direct deposit

Via Benefits Accounts mobile app

- Download the app if you haven't done so already
- Create an account
- Under **Alerts**, go to **Complete Direct Deposit for Claim Payment**
- Enter your banking information to have your reimbursements sent directly to your bank account

Via Benefits online account

- Go to my.viabenefits.com/funds
- Sign into your Via Benefits account
- Select **Funds and Reimbursement**
- Select **Reimbursement Center**
- Select your name and then **Banking Information**
- Enter your banking information to have your reimbursements sent directly to your bank account

You can request a Direct Deposit Form by calling Via Benefits at 1-888-598-7545. A personalized, barcoded form will be mailed to you to fill out and return.

The requirement to have direct deposit set up to receive reimbursements will take effect September 1, 2025. Any approved reimbursements for eligible expenses after that date will show as approved but in a pending status until direct deposit is set up. No paper checks will be issued after this time.

We're here to assist you

If you have questions, please call Via Benefits at 1-888-598-7545 (TTY:711) Monday through Friday 5:00am - 4:00pm.

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Faster and More Convenient

Download the Via Benefits mobile app to easily view your available balance, upload receipts, and view the status of your expenses.

Download the mobile app from the App Store or Google Play today.



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Important Information About Your Reimbursement Account

PEBP requires all participants to use direct deposit to receive health care reimbursements from your reimbursement account. Please set up direct deposit either through your Via Benefits Accounts mobile app or your Via Benefits online account.

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Please allow up to eight days for your banking information to be validated.