



# WAYNE COUNTY RETIREE SUB-CHAPTER 38

## WE MAKE MICHIGAN HAPPEN

### TRANSITION FROM ALERUS TO EMPOWER

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As you are aware, MERS has selected Empower to process the Medicare Eligible Stipend payments that were previously processed by Alerus. The blackout period has passed and Empower is now officially responsible for all reimbursement payments. As with any transition there are some problems that must be addressed. Representatives from MERS were at our last meeting to make a presentation and answer questions and their handouts can be printed from our website ([wsubchapter38.com](http://wsubchapter38.com)) by clicking on the link in the April 14, 2026 comments.

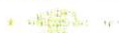
It is our understanding that all names, addresses and beneficiary information has been successfully transferred. However some direct deposit information has been transferred for some recipients but not for all.

The first thing you need to do is to set up and activate your Empower account. This can be done at [empower.com/MERS](http://empower.com/MERS). If this is your first time logging in, select **REGISTER** and you will be guided through the initial setup process. You should have your Social Security number, date of birth and a valid email address available to help you set up your account.

Once your account is set up you can then submit a claim for an individual service reimbursement or set up a recurring monthly reimbursement (suggested). A physical check will be sent to you unless you have set up a direct deposit.

To set up a payment either one time or recurring, go to Account; the Account Overview; then Add New Expense; then Premium; then Next; then Claimant; then Pay Myself; then (if only Mail Me a Check shows up you must set up your direct deposit; more on this later); then Next; set up a start date of 01/01/2026 and an end date of 12/31/2026; Amount, if claiming your Social Security Part B Premium, should be \$202.90; then check the box "Recurring Payment"; then Monthly; then Add Documentation (add your documentation – Social Security Annual Statement or individual receipts); then check the box certifying the claim. Although this is a little lengthy process you only have to do it once per year.

P.O. Box 668, Wayne, Michigan 48184  
Email: [Subchapter38a@gmail.com](mailto:Subchapter38a@gmail.com)



If you need to set up your direct deposit, you must do it online (there is no form that you can request to set it up). Go to Personal information; select Edit, Select Reimbursement Method; select Direct Deposit (it will ask for Bank Name; Account #; Routing # and Account Type). Once you have saved the information, within 1-3 days Empower will make three transactions into your designated account and will then send an email asking you to enter those three transactions. That is to verify that the account is your designated bank account and that the direct deposit has been processed successfully.

If you wish to use the Empower App on your phone you can download it from your App store (free of charge) but be sure to download the App with the 3 Gray bars and not the App with 3 Red bars.

If you are having problems with any of this you can call (833) 500-6377. We will have a representative from MERS at our May 12, 2026 meeting at the UAW Hall 182, located at 35603 Plymouth Road, Livonia, MI beginning at 1:00 pm. If you don't have access to a computer you can ask a family member to assist you, go to your local library, have a friend assist you or as a last resort if you can come to a Sub-Chapter 38 meeting we can assist you. We appreciate your patience and hope that this communication is helpful.

Sincerely yours,

A handwritten signature in cursive script that reads "Ronald Yee".

Ronald Yee, President

AFSCME Retiree Sub-Chapter 38