



FSA Debit Card Guide



IMPORTANT: Please Read

There are many misconceptions about debit cards and FSAs. Before you read any further, it's important to understand that using the FSA debit card does NOT eliminate the need to file paperwork with Flexible Benefit Service Corporation (FLEX).

To learn more about the requirements for your debit card claims, go directly to Section 3, page 4.

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Section 1: Understanding Your FSA Debit Card

1. What is the FlexMoney Card?

Your FlexMoney Card® is a Visa® debit card that gives you easy access to the funds in your Health Care Flexible Spending Account (FSA), and a convenient way to pay for eligible health care expenses. Using the debit card eliminates the need for you to pay out-of-pocket and wait for reimbursement.

2. When will I receive my debit card?

Once the debit card is ordered, it will be delivered to your mailing address on file within 7 to 10 business days.

3. Can I have multiple debit cards?

You will automatically receive one debit card when you enroll in the Health Care FSA. If you need additional debit cards for your spouse or dependents, you can order extras online through www.flexiblebenefit.com. You can receive up to four total debit cards per family, and there is no charge for the additional debit cards.

4. How do I activate my debit card?

Once you receive your debit card in the mail, you'll need to activate it by calling 800-963-2071. The number and instructions for activation will be on the front of the debit card.

5. What if my debit card is lost or stolen?

If your debit card is lost or stolen, please contact our Customer Service Team at 866-472-5351 immediately. A replacement debit card will be sent within 14 days. You can also logon to flexiblebenefit.com to report your debit card as lost or stolen.

6. Is there a daily transaction limit?

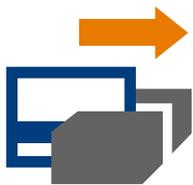
There is a daily debit card transaction limit of \$7,500 or 10 transactions, whichever comes first.

7. Can I manage my account online?

Yes, you can create an online account at www.flexiblebenefit.com that will allow you to check your balance and account details, view debit card transactions, access forms and educational materials, and more.

8. Who do I contact with questions?

For any questions regarding your debit card or your account information, please contact our Customer Service Team at 866-472-5351 or dcinfo@flexiblebenefit.com.



Section 2: Using Your FSA Debit Card

1. How does the debit card work?

Present the debit card as payment for eligible goods and services. Qualified purchases will be paid directly from your Health Care FSA. The FlexMoney Card works like any other debit card, except for a few important differences:

- It is limited to specific merchants and eligible expenses, which are determined by the benefit you selected.
- Your debit card transactions can be done as debit with the PIN provided, or as credit with no PIN required.
- The debit card cannot be used at an ATM or for cash back when making a purchase.

2. Where can I use my debit card?

You can use your debit card at qualified locations including hospitals, physician and dental offices, pharmacies and merchants with IAS certification.

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3. What is IIAS?

IIAS is an Inventory Information Approval System as specified by the IRS. This system allows retailers to automatically substantiate eligible Health Care FSA purchases through their inventory control system (UPS or SKU number.)

For example, if you purchase contact lens solution, which is an eligible expense, the UPC code will recognize that item as eligible and will allow the charge on your debit card.

4. What if I buy multiple items and not all are eligible?

If a retailer has the IIAS system, only the eligible items will be processed on your debit card. You will need to purchase any other, non-eligible items with another form of payment.

5. How can I find an IIAS merchant?

Retailers such as Walgreens®, CVS®, Walmart® and many more have implemented the IIAS system. For a complete list of vendors, you can check online at www.sig-is.org.

6. What expenses are eligible?

Depending on your employer's benefit plan, it can include anything from hospital stays and doctor or dentist visits to prescription drugs and eye glasses. For a detailed listing of eligible expenses, visit the Resources section of www.flexiblebenefit.com.

7. What if there is not enough money in the account to cover the entire purchase?

The transaction will be denied, and you will need use another form of payment. You can file a request for reimbursement with Flex, and we will review your account and reimburse you with any remaining funds. Alternatively, you can ask the merchant to charge the debit card for the remaining balance and use another form of payment for the additional cost.

8. What if a doctor or merchant does not accept the debit card?

You will need to use another form of payment and submit a request for reimbursement.



Section 3: Substantiating Your FSA Debit Card Claims

1. What is substantiation?

Before we get into the details of what substantiation means with your debit card, let's simplify the meaning of the word. The actual definition of substantiate is to validate, verify, prove, confirm or authenticate.

Your FlexMoney Card and Health Care FSA are regulated by the IRS, and their rules require that all of your debit card transactions must be substantiated. This means, purchases made with the debit card must be proven to be eligible under the plan.

Some of your transactions—such as known co-pays and IIAS transactions—will automatically substantiate with no additional information required. All other transactions will require documentation in order to substantiate the claim as an eligible expense.

2. I used my debit card at my doctor or dentist's office, why do I need to substantiate?

Even though a doctor or dental office is an eligible location, not all services provided are eligible under the plan. IRS regulations require that Flex verify the eligibility of all expenses charged to the debit card.

3. What information is required for substantiation?

In order to substantiate your transaction, you must provide Flex with a third party statement which includes the following information:

- The name of the person for whom the service was provided
- The date that service was provided
- The total amount of the expense
- The name of the provider
- The type of service provided

Generally, an Explanation of Benefits (EOB) from your insurance company or an itemized statement from the provider should include all of the necessary information. Please note that provider statements containing a “balance forward” amount and credit card or cash register receipts are not sufficient for the purposes of substantiation.

4. How do I substantiate my debit card transactions?

Your debit card transactions can be substantiated online through your participant account at www.flexiblebenefit.com. When you logon and view your claims information, all of the transactions that require substantiation will be listed in a category called “Needs Receipts.”

You can scan and upload the appropriate documentation and attach it to the claim, or you can print a customized coversheet that contains all of the claim details and use it to fax, mail or email the information to Flex.

5. Will I be notified when substantiation is required?

Yes, if a transaction cannot be automatically substantiated, then you will receive an email from Flex requesting additional information. If we do not have an email address on file for you, then we will mail a letter to your home. If the information is not received after the initial notification, then you will receive additional reminders that substantiation is required.

6. What happens if I don't substantiate a transaction?

If substantiation is not received in accordance with your plan—normally within 30 days of the transaction—your debit card will be suspended and you will not be able to use your debit card for new purchases until the outstanding transaction is substantiated. If your debit card is placed in suspended status, you will receive a communication from Flex to let you know.

7. What happens if my debit card is suspended?

Your debit card can be reactivated if you send the information necessary to substantiate the outstanding charge. Please note that it take 2-3 business days for reactivation once the documentation is received and the transaction has been substantiated.

8. My debit card has been suspended. Can I still access my FSA?

Yes, if you ever have to pay out of pocket for any reason, you can file a claim with Flex and we will reimburse you. You will still need to provide the appropriate documentation so that our Claims Team can verify that the expense was eligible.

9. What if my transaction was not eligible or I am unable to provide appropriate documentation?

If your transaction was ineligible or if you cannot provide the requested documentation, you may instead pay back the plan for the unsubstantiated amount or use other unreimbursed expenses to offset the charge.

10. I've had debit cards in the past with other FSA providers and never had to substantiate a transaction before. Why do I have to do this with Flex?

The IRS updates their regulations regarding substantiation periodically and Flex follows the most current regulations, which include the need to verify transactions which do not follow the guidelines for auto-substantiation.