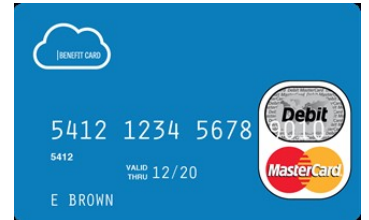


It's important to save your receipts!

The IRS requires the card be used for eligible expenses only. Most of the time, we can verify the eligibility of the expense automatically. Yet, there are instances when you'll receive a letter/notification asking you to furnish an itemized receipt to verify the expense. When you receive such a request, make sure you submit the receipts as soon as possible to avoid having your card suspended.



What is an itemized receipt?

An itemized receipt must include: merchant or provider name, services received or item purchased, date of service and amount of the expense. Cancelled checks, handwritten receipts, card transaction receipts or previous balance receipts cannot be used to verify an expense.

- **Auto-substantiation** – The IRS does not require receipts to be submitted for prepaid card transactions that are substantiated electronically. Our card program's technology uses all of the IRS-approved methods (e.g., Inventory Information Approval Systems [IIAS], copayment matching, PBM data matching, etc.) to auto-substantiate transactions and reduce paperwork for cardholders.
- **Follow-up letter request** – For transactions that cannot be verified automatically, you will receive a letter/email asking you to furnish an itemized receipt or other proof that the card was used for an eligible expense. Some of the more common instances in which you will receive a letter include:
 - When benefit plan data is not available, and the card has been used to pay a coinsurance bill from a provider.
 - When the employee or dependents are not covered by the employer plan.
- **Overpayment process** – If we cannot verify that a card transaction was for an FSA/HRA eligible expense, you must pay the money back into the benefit account or we will deduct the amount from a future valid manual claim.

Follow-up schedule

- **30 Days** – We will send receipt request letters for any transaction that cannot be auto-substantiated to notify you that the card will be suspended if receipts are not submitted within the specified time frame.
- **30 to 60 Days** – We will verify transaction eligibility based on additional information received (submitted receipts, additional electronic data, etc.). We will validate appropriate card transactions and recover dollars paid out for ineligible card transactions.
- **60 Days** – We will suspend cards if you have not submitted receipts within the allotted time or have not paid back expenses determined to be ineligible.
- **After 60 Days** – We will reinstate cards if you have submitted additional proof of eligibility, or if you have returned dollars paid out for ineligible expenses. We will continue to suspend cards and recover ineligible expenses if you have not submitted valid proof or returned funds.

Using your card is as easy as 1-2-3!

Look for additional information about how to use your new Prepaid Benefits Cards included with your card packet in the mail.

Remember, the card will not work at gas stations or restaurants – only at health care related providers.