

Why won't my card work?

Your Benefits Card was recently blocked. This occurs when your card transaction requires substantiation and a receipt is required to verify the expense.

Are you receiving our letters?

When a card transaction requires substantiation, isolved Benefit Services will send a series of three emails requesting a receipt for the expense(s) prior to blocking the card. This email may be received in your spam or junk folder with your email provider. We recommend that you check these folders and allow these emails for future requests for expense documentation.



Required documentation

When isolved Benefit Services requires documentation of the expense, you are required to submit an itemized receipt or an Explanation of Benefits (EOB) from your insurance provider. The documentation must include:

- Name of service provider or place of purchase
- Date(s) service was incurred
- Name of individual for whom service or expense was provided
- Detailed description of the service or expense provided (referred to as type of service)
- Drug name and Rx number, if applicable
- Amount or cost of the service or expense
- Over-the-counter medicines or drugs, if applicable
- Receipt showing type of item purchased (aspirin, cough medicine, bandages, etc.)

Having trouble submitting the receipt?

Isolved Benefit Services provides all participants with an online portal that provides anytime access to view and manage account information. One of the many features available is the capability to upload documentation to accompany a Benefits Card claim.

Once you log in to the online portal (www.isolvedbenefitservices.com) you will see *receipt(s) needed* as a link in the message center section of your home page. Click on the link to navigate to a page where you can upload your receipt. All receipts must be in one of the following formats: .doc, PDF, .bmp or .gif.

Have you tried the iFlex Mobile App?

You can also check your status any time through our iFlex App available to download through the iTunes App Store or the Android Market. Once installed, enter the same Username and Password to log into your account at www.isolvedbenefitservices.com. This app provides you with your account information, including your available balance. You can also submit any required receipts by taking a picture of a receipt and submitting through the iFlex App.

It's important to make sure isolved Benefit Services receives the documentation to release your Prepaid Benefits Card for future use. If you are unable to find your receipt, please contact a Customer Service Representative to assist you at 866-370-3040 or via email at fsa@isolvedhcm.com.