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Debit your BESTflex<sup>SM</sup> Plan FSA directly instead of paying out-of-pocket.

With the BESTflex<sup>SM</sup> Plan, you set aside money from your paycheck and place it in a Health Care Flexible Spending Account (FSA) to pay for certain medical expenses before taxes are taken from your pay.

You use the Employee Benefits Corporation Benefits Card to pay for those expenses instead of using cash. The card debits your FSA and makes the BESTflex Plan even more convenient to use.

■ **How the Benefits Card Works**

The Benefits Card debits your BESTflex Plan Health Care FSA when you use the card to pay for eligible health care expenses. For example, if your total Health Care FSA election is \$1,000, the card can pay for up to \$1,000 worth of eligible health care expenses.

■ **IRS Regulations that Dictate Benefits Card Use**

There are several IRS regulations that dictate how the Benefits Card works. Taking some time today to understand the most important rules will help you use your card in the most convenient ways during the plan year.

## Remember to ask for and **SAVE** itemized expense documentation when you use your Benefits Card!

### Eligible Expenses

You can use your Benefits Card to pay for the same services and eligible health care expenses that qualify under the BESTflex Plan Health Care FSA instead of paying out-of-pocket.

### Where You Can Use Your Benefits Card

You can use the card to pay for these expenses at retailers and pharmacies that automatically substantiate the purchase at the point of sale using an inventory information approval system (IIAS). The IIAS determines whether expenses are FSA-eligible, and only applies those expenses to the card.

The growing “List of IIAS Retailers” and a store locator are available at [www.ebcflex.com](http://www.ebcflex.com) to help you determine whether the card will work at your preferred merchants. If a retailer cannot substantiate the purchase at the point of sale, your card will be declined.

As always, contact our Participant Services Team via email at [participantservices@ebcflex.com](mailto:participantservices@ebcflex.com) or call 800 346 2126 to help determine if a merchant or item is eligible.

You can also use the card at health care, dental and vision provider offices. Transactions at these merchants may require that you submit expense documentation to manually substantiate the transaction.

### What To Do With Benefits Card Expense Documentation

**Save your Benefits Card expense documentation!** If your purchase is not substantiated at the point of sale, you will receive a **Documentation Request** asking you to submit **itemized** expense documentation. The documentation allows us to verify that you used the card to pay for an eligible expense, as required by the IRS.

These are federal mandates and the IRS provides no exceptions.

You CANNOT use your Benefits Card to pay for an expense that is already covered by your health insurance. Before you pay a doctor’s bill or other such expense, check your Explanation of Benefits, sent to you by your health insurance plan, to be sure that it won’t be covering that bill. You can use your card to pay for the portion of the expense that isn’t covered.

### Over-the-Counter Medicines

The Health Care FSA only reimburses over-the-counter (OTC) medicine expenses with a doctor’s prescription for them.

In order to use your card to pay for OTC medicines, you must present your doctor’s prescription to the pharmacist, and the pharmacist must fill the OTC medicine in accordance with applicable law and assign a prescription number.

You can use your card as normal to purchase OTC items that are not considered a drug or a medicine, such as bandages, contact lens solution, heating pads, ice packs, reading glasses and thermometers. You will also be able to use your card to pay for insulin and diabetic supplies.

Please reference the *Eligible Expenses List* for more information.

### Retailers that Can Accept the Benefits Card

The Benefits Card will not be accepted at retailers that qualify under the “90% rule.” These merchants could verify that 90% of their annual revenue is generated by FSA-eligible items.

This means that your card may be declined at a local pharmacy. Reference the “List of IIAS Retailers” at [www.ebcflex.com](http://www.ebcflex.com) to determine whether your card will work at your preferred merchants.

### How You Receive Your Benefits Card

Your employer has made the Benefits Card part of your BESTflex Plan Health Care FSA. You elect the card by electing the Health Care FSA or completing a special election form.

Once you enroll in the BESTflex Plan Health Care FSA, the Benefits Card is mailed directly to your home. The envelope will contain your card, a cardholder agreement and an information flyer. Watch for it to arrive within 30 days after your plan start date.

### New Plan Year, Same Benefits Card

If your employer has signed up for the BESTflex Plan and the Benefits Card and you’ve used your card this year, your new elections will be automatically available on your card at the beginning of your new plan year. As long as your employer continues the BESTflex Plan, you’ll receive a new card 30 days prior to your card expiration date.

### Cut-Off Dates for Using the Card

If your employer has added the 2-1/2 month grace period to your BESTflex Plan, you can use your card to pay for expenses that you incur during the grace period. Otherwise, once your grace period ends, you can no longer use the card for previous plan year expenses.

## 3 things you should understand *before* you use your Benefits Card:

**1** You may be asked to document your Benefits Card purchases by providing itemized expense documentation.

**2** ***Do not submit documentation until it is requested.*** We’ll send you a list of card transactions that were not substantiated at the point of sale, which you return to us with a copy of your documentation.

**3** You will be asked to and must repay the expense amount if you make a purchase with the card and, upon request, cannot provide itemized expense documentation for the expense for any reason.

You have 90 days after the plan year ends to submit reimbursement requests for expenses incurred during the previous plan year. See your BESTflex Plan *Summary Plan Description* for more information on the 90-day run-out period.

**Note: Please consult My Company Plan for the specific details defining your company's plan design.**

### ■ Using the Benefits Card to Pay for End-of-Year Expenses

You can use the card to pay for items equal to the amount remaining in your BESTflex Plan Health Care FSA and pay for the difference through some other means. Toward the end of the year, frequently check your remaining FSA balance on our website, [www.ebcflex.com](http://www.ebcflex.com), or by calling Employee Benefits Corporation at 800 346 2126. It is important to make sure sufficient funds are available to handle the purchases you plan to make at year's end.

### ■ Keeping Your Card Active When Your Address or Name Changes

Be sure to update your address with your employer and with Employee Benefits Corporation when you move or your card will be declined at any merchant that uses an address verification process. Address changes can be made online through My Account Assistant.

You should also be sure to update your employer and Employee Benefits Corporation if you have a name change. Changes to your last name will result in a new card being issued to you and a fee paid from your Health Care FSA.

### ■ Documentation Requests

Whenever possible, your card tries to electronically verify your purchase at the cash register. However, some card swipes require itemized expense documentation to be submitted in order to verify the transaction. Documentation Requests are sent via email and used to collect your documentation and substantiate the expense. When the card cannot verify a claim electronically or at the cash register:

1. We send you a Documentation Request email outlining the unverified expenses.
2. You upload your documentation to us using our mobile app or from your online account.
3. You can also print and return the tear-off portion of the Request to us via fax or U.S. Mail with copies of your expense documentation for the specified expenses.

If we do not have a valid email address, we will send the Requests via U.S. Mail (this may cause delays in processing your documentation).

#### How Documentation Requests will be sent:

| <b>With Email on file</b>       | <b>No Email on file</b>         |
|---------------------------------|---------------------------------|
| First Notice via email          | First Notice via U.S. Mail      |
| Second Notice via email         | Second Notice via U.S. Mail     |
| Suspension Notice via U.S. Mail | Suspension Notice via U.S. Mail |

If there is no response to the first Request (First Notice), a second Request will be sent to the same email or the same U.S. Mail address (Second Notice). If there is no response to the second Request, you'll receive a letter via U.S. Mail notifying you that your card is suspended (Suspension Notice).

#### Expense documentation must include:

- A. Date(s) of Service
- B. Type of expense
- C. Amount of the expense incurred
- D. Name of Service Provider

**Note: Cancelled checks, credit card statements or previous balance statements cannot be used as expense documentation.**

Please, do not submit Benefits Card expense documentation attached to a *Claim Form*. Do not send in expense documentation unless you receive the Documentation Request.

### ■ Receiving Documentation Requests via Email

If you activated your account at our website ([www.ebcflex.com](http://www.ebcflex.com)) and currently view your account online, we have the email address you provided at that time. This is the email address we will use unless you change it using My Account Assistant or contact us and request that we change it. Log in to update your email preferences.

### ■ Benefits Card Suspensions

Suspension usually occurs because of outstanding, unsubstantiated expenses made using the card. You can request any outstanding Documentation Request. If you cannot supply valid, itemized expense documentation, you must repay the plan.

If your card privileges have been suspended and your employer renews your plan, your card will not be reinstated until you send in valid documentation for the outstanding expenses or repay the plan.

### ■ When Expense Documentation May Not Be Required

There are two instances where documentation may not be required. Although your expense information is submitted automatically in these situations, it is still important that you save your expense documentation in case of a data transfer problem or other error. You should not be asked to submit documentation:

1. When you use your card at your health care provider for an office or prescription co-pay, and the card expense item exactly matches the co-pay item cost your employer has on file with us.
2. As long as you purchase eligible prescriptions, medical supplies or contact lens supplies from retailers that can automatically substantiate your card transactions at the point of sale through an IIAS. We have a full "List of IIAS Retailers" available on our website, [www.ebcflex.com](http://www.ebcflex.com).

**Remember this simple rule: if the provider cannot substantiate the expense at the point of sale, we are required to request documentation to verify the entire transaction.**

If you cannot verify the transaction with expense documentation or you used the card to pay for an ineligible expense, you are asked to repay the plan or your card will be temporarily suspended until payment is received.

## ■ Terminating Employment and the Card

Your Benefits Card will be closed if you terminate employment with the employer that offers the card. To submit claims during your run-out period after termination, you must use a *Claim Form*.

## ■ Contact Employee Benefits Corporation

If you have any questions regarding the card or any aspect of your BESTflex Plan account, please email [participantservices@ebcflex.com](mailto:participantservices@ebcflex.com) or contact the Participant Services Team at **800 346 2126**.

### Quick Tips for Using the Benefits Card

#### The card may be declined for one of a few reasons:

1. The merchant does not accept the Benefits Card.  
See “IRS regulations that dictate Benefits Card use”.
2. The expense is not eligible under the BESTflex Plan.
3. Your card has been temporarily suspended due to an unsubstantiated or ineligible expense.

#### You may have to submit expense documentation for transactions from some merchants, and not from others.

Many eligible merchants can automatically substantiate – or verify that the expenses paid for with the card are FSA-eligible – your transaction at the point of sale, using an IAS. Others, including some health care providers, may not have this capability.

**You will receive Documentation Requests by email if you have an email address on file.** These emails are not spam messages, so be sure to watch for them. See “Documentation Requests”.

**Save your card, even after you use up your Health Care FSA funds or the BESTflex Plan plan year ends.** You will receive a new card 30 days prior to your card expiration date. See “New plan year, same Benefits Card”.

**Use the card to pay for things like** prescription and health plan co-payments, deductibles and co-insurance; “Amount Due” on medical and dental statements; orthodontics; vision services and eyeglasses; eligible medical supplies (bandages, ointments, rubbing alcohol, sunburn cream, contact lens solutions/supplies, crutches, blood pressure and heart rate monitors, and braces); and insulin & diabetic supplies.



#### Online and Mobile Benefits Card Account Management

File claims, manage Benefits Card transactions, and upload documentation online or using an Android or Apple smartphone or tablet!

If a transaction needs documentation, you will receive an email. Simply take a photo of your documentation using your mobile device’s camera, attach an image from the device’s photo library or from your computer’s desktop and submit it to us.

**Employee  
Benefits  
Corporation**  
We make it easy.

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