

## Flexible Spending Account Benny Card (debit card) Q & A

### Convenient and Easy Access to FSA Funds:

The FSA “BennyCard” provides easy access to your FSA funds. You may use the BennyCard to pay Medical providers for medical expenses such as copays and deductibles, prescriptions and limited over-the-counter medical supplies. The BennyCard transactions in some cases, eliminates the need to provide documentation. You may also use the BennyCard to pay for dental and vision expenses; however, a detailed receipt will always be requested for your purchase (per IRS regulations).

### How to use the BennyCard?

You simply swipe your BennyCard to use as payment at the merchant/provider’s card machine. You will use this as a credit card; the card does not require a PIN to be used at the time of the swipe. The card accesses the FSA available balance to pay the provider and will reduce your FSA available balance with each swipe. The card will not allow you to swipe for an amount that is higher than your current available balance.

### Where can the BennyCard be used?

Medical Providers, i.e., hospitals, most doctors, dentists, optometrists, orthodontists, Pharmacies, etc.

IIAS Merchants (Inventory Information Approval System), i.e., Walmart, CVS, and Walgreens are examples of merchants who have a system in place that approves the transaction at the time of sale. This means their system tracks qualified FSA eligible items using the product codes. At the time of purchase, only eligible items will be able to be purchased with the BennyCard, all other items will ask for another form of payment at the register. The qualifying expense list is a standard list adopted by all IIAS members.

### What medical expenses should I use my FSA BennyCard to pay for?

- Office visit Co-pays
- Prescription Co-pays
- Dental Expenses
- Vision Expenses
- Limited over the counter items, Band-Aids & contact solutions

### What medical expenses should I NOT use my FSA BennyCard to pay for?

- Past Due balances if the date of service was in a previous plan year
- Any expense that is reimbursable under an employer sponsored HRA plan (i.e. Medical deductibles)
- Prepaying for services not yet provided
- Annual agreement plans with Chiropractors or vision providers
- Protection plans or warranties on eye glasses

**\*\*NOTE:** If you pay for non-qualified expenses with your BennyCard, your card could be suspended and you will be required to repay the ineligible expense back to your FSA balance.

**\*\*Caution on ordering eyeglasses or contacts lenses at year-end.** Be sure your receipt indicates a date of service for the intended plan year.

### When am I required to submit a receipt?

- All dental and vision expenses will require a detailed receipt.
- All medical expense amounts that do not match a co-pay on your employer’s Group Health Plan will require a receipt.

### **Which swipes will auto approve and not require a receipt to be submitted?**

- Payment amounts that match a copay amount on the employer's group medical plan.
- Prescription amounts purchased at participating pharmacies. Most chain pharmacies, big box stores and grocery store pharmacies qualify.
- Eligible over the counter items purchased at Walmart, Walgreens, CVC (IIAS system referenced above)

### **Why must documentation be provided if the BennyCard is used?**

The IRS regulations requires third party verification of all FSA transactions. You will be asked to provide a receipt if the transaction does not qualify for IRS auto approval. The IRS requires the five following items to be provided on the receipt; date of service, patient name, provider name, amount paid, and description of service provided.

### **How will I know when to provide a receipt?**

You will receive a "Receipt Request" notice from the debit card system either by mail or email requesting submission of a detailed receipt. This notice will detail the date of card swipe, amount, and provider name, so that you can identify the transaction. This request, will also give detailed instructions on how to submit a receipt, and/or repayment if no documentation is available. This request will also have a deadline for all information to be received by LR Webber in order for the debit card to remain active.

**\*The password to open all email notices from BennyCentral will be the last 4 digits of your BennyCard number.**

### **How long do I have to respond to a "Receipt Reminder"?**

The quicker the response the better. The first request is emailed or mailed 7 days after the transaction. If no response, a second notice will go at 14 days, and an overdue notice at 21 days. At 30 days, your card will be deactivated. At 40 days, the employer will be notified to take a payroll deduction to repay the FSA account.

### **Do I have to keep my documentation?**

Yes, we recommend that you retain all documentation with your tax records, in case LR Webber requests a copy of the receipt or in case of an IRS audit.

### **How many debit cards will I receive?**

You will be issued two debit cards for your Flexible Spending Account. Both will be imprinted with the enrolled participant's name (one to be shared with a qualified family member covered under your FSA). Each member should immediately sign the card with your name, agreeing to the terms printed on the debit card.

### **What happens if my debit card is lost or stolen?**

Please contact LR Webber immediately to cancel the debit card. LR Webber will reissue a new set of debit cards to your home address, a \$5 fee will be withdrawn from your FSA funds each time a new set of cards is issued.

### **Once I have used all the funds in my FSA account, do I need to keep my debit card?**

Yes, the debit card has an expiration date like any credit/debit card and is valid through that date. You must enroll in the FSA during your employer's Annual Open Enrollment each plan year to have funds available on the card. The next plan year election will be loaded to this same card, effective day one of the new plan year. **Do not discard your card**; if you do, there will be a \$5 fee for replacement cards to your FSA account.

### **If I do not use the debit card to pay for my purchase, can I submit a manual claim?**

Yes, for each expense that you pay for via personal check or cash you can submit a manual claim into LR Webber via fax, email, or mail for reimbursement from your FSA account. **Note: Do not file a manual claim for those expenses that you have already paid the provider via BennyCard, this could result in an overpayment and then a repayment would be required on your FSA account.**

### **If my BennyCard does not work at the merchants card reader, what could be wrong?**

- Your FSA balance may be lower than your transaction amount. The debit card will only process amounts equal to or lower than your FSA balance.
- The merchant may not be approved to use the BennyCard as form of payment (i.e. may not have the correct medical merchant code). The pharmacy or drug store may not be an IIAS or 90% merchant.
- You may have selected to use the card as "debit" instead of "credit" option. Try again and select the "credit" button on the card machine.
- Your card may be in a "suspended status" for an overdue documentation request. In order for the card to be reactivated, you would need to submit valid receipts or repay the FSA account.