



What is the PayFlex™ Card?

The PayFlex™ Card is a debit card that electronically accesses your healthcare account to pay for eligible expenses. You can use the card at qualifying merchant locations wherever MasterCard® is accepted. Qualified merchants include physician and dental offices, vision providers and merchants who have implemented an inventory information approval system (IIAS).



Over 98% of all healthcare merchants accept the PayFlex™ Card

Why should I use the PayFlex™ Card?

The card allows you to pay for eligible expenses at the point of service. Participants who use the PayFlex™ Card take advantage of four key benefits:

- Immediate payment of your expenses from your healthcare account
- Increases your personal cash flow
- No claim filing due to point-of-sale approval
- Ease of use of your pre-tax funds

Using the PayFlex™ Card is a great way to help relieve you of filing claims; however it is important that you keep all itemized documentation for the entire plan year in the event the information is requested by PayFlex to comply with IRS regulations.

How does the PayFlex™ Card work?

The PayFlex™ Card is accepted at healthcare merchants and merchants who have implemented an inventory information approval system (IIAS) which only allows eligible healthcare expenses to be purchased. Acceptable merchants include physician offices, hospitals, dental offices, mail order prescription vendors, hearing and vision care providers. The card will also work at discount stores, grocery stores, and pharmacies provided the merchant has implemented an IIAS.

As you incur eligible healthcare expenses, you simply present your PayFlex™ Card for payment. The system will validate that your coverage is active and that you have available funds to cover the transaction. You may view a list of eligible expense items on our website at www.mypayflex.com.

If you purchase a prescription drug or over-the-counter medicines along with non-qualifying items, you will be asked for a different method of payment for the non-qualifying items due to the merchant inventory information approval system.



You must retain documentation of your expenses, as you may be required to provide documentation of your transactions. IRS only allows certain transactions to be approved without itemized documentation. Documentation includes an itemized receipt with the merchant name, name of the item/product, date of service and amount.

Is this process completely paperless?

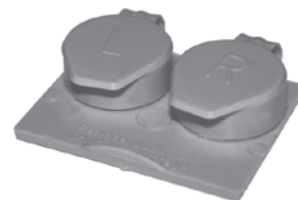
Utilizing your PayFlex™ Card for your healthcare expenses will prevent you from having to submit a claim form for reimbursement. This will reduce your paperwork; however, in order to meet IRS guidelines, documentation of your expenses may be required. Therefore, you must keep copies of all detailed receipts and itemized statements (not the credit card receipt) for each purchase within the plan year. You may receive a letter from PayFlex requesting documentation of an expense, which would require you to submit this information to PayFlex to comply with IRS regulations.

An itemized receipt is one that lists the merchant name, name of the item/product, date and amount.

You must comply with IRS guidelines by using the card only for qualifying expenses, and providing appropriate documentation to substantiate your expenses upon request.

Can I use the card for online purchases?

Yes, however, the expense needs to be an eligible expense. PayFlex has established partnerships with various online vendors to help you spend your pre-tax dollars more efficiently. Accessible via our website, you can buy items such as glasses, contacts, prescription drugs, durable medical equipment and eligible over-the-counter items using your PayFlex™ Card. If you are using another website for ordering healthcare items with your PayFlex™ Card, please make sure that the merchant has implemented an inventory information approval system. You can also refer to our website www.mypayflex.com for a listing of eligible, approved items.



Will I receive a new PayFlex™ Card each year?

The card is valid for a three year period and will contain information regarding your current plan year election. Each year when you re-enroll, the card will reflect that plan year's election amount. The card can only be used for eligible healthcare expenses incurred during the plan year.

How do I order additional cards for a dependent or spouse?

To order additional cards for a spouse or dependent, go to www.mypayflex.com and click on **Login**. Then click on **Debit Cards** on the left navigation bar and select **Card Order**. Fill in the required information and click **Submit**. You should receive your additional card(s) in the mail in a plain, white envelope within 10-15 business days.

Frequently Asked Questions about the PayFlex™ Card

How can I access my account information or balance?

You can access your account information online at www.mypayflex.com. Once at the website, click on **Login** and enter your username and password. If this is your first time logging into your PayFlex account, you will need to first click on **Register my account**. Once registered, you will then have access to your PayFlex account information. You will be able to view your claims history (paper claim, web submission and/or card transactions), account balances and payment information.

Why doesn't my card work?

If your card is not working, it could be due to one of the following reasons:

- Inactivated – you failed to provide requested documentation to PayFlex in a timely manner
- Insufficient funds – you are requesting reimbursements that exceed your remaining balance
- Merchant problem – the merchant may be experiencing a problem coding eligible expenses on their own terminal
- Invalid merchant – the card is only accepted at healthcare merchants who accept MasterCard® and those merchants who have implemented the inventory information approval system required by the IRS.

Can I buy over-the-counter (OTC) items with the card?

Yes. Certain OTC items can be purchased using the PayFlex™ Card provided the merchant has implemented the inventory information approval system required by the IRS. View a listing of eligible OTC items on our website at www.mypayflex.com.

When and where can I expect the PayFlex™ Card to be sent?

The card will be mailed directly to your home address. It will be in a plain, white envelope so please do not confuse it with junk mail. If you do not receive your card prior to your plan's effective date, you should verify your address with your employer to make sure the card was sent to the correct location. Once PayFlex receives your correct information, another card will be mailed to you.

Why did I receive a Request for Receipt letter?

The Internal Revenue Service (IRS) requires you to prove that the items you are spending your healthcare dollars on are actually eligible expenses. Always save your itemized receipts. In most cases, when your expense matches one of your medical plan co-pays or is substantiated at the point-of-sale through an inventory information approval system, you should not receive a Request for Receipt letter.

What if I forget to reply to a letter requesting additional documentation?

In the event you do not respond to the first request for additional information, a second letter is generated giving you additional time to respond. If there is no reply to the second request, collection procedures will begin and your card will be temporarily inactivated. You will be required to reimburse the plan by submitting the requested documentation, submitting a personal check, or by submitting an itemized receipt for another eligible item.

If I used the PayFlex™ Card for an ineligible expense, how do I correct it?

Call PayFlex at **800.284.4885** to verify the amount. You can also do one of the following:

- Send a check to PayFlex to reimburse your account for the ineligible expense.
- Submit a claim for another eligible expense within the same plan year to offset the ineligible expense. Please note that you cannot pay for this additional eligible item with your PayFlex™ Card, you must pay for the item with money outside of your healthcare fund in order for the expense to offset the ineligible item.
- If your plan year has expired, you will need to send a check or original receipt to refund your plan.

How do I report a lost or stolen card?

Report lost or stolen cards within 30 days to PayFlex's Customer Service at **800.284.4885** between 7:00 am and 7:00 pm CST, Monday through Friday.

How does termination of employment affect my PayFlex account?

Your eligibility period to incur expenses generally ends on the date you terminate employment, however, you can continue to file claims for qualified expenses incurred prior to your termination date until the end of your employer's run-out period. Upon termination, your card will be permanently inactivated. In some cases, you may be eligible to extend your eligibility period by electing COBRA coverage.



PayFlex invites you to go green...

Use your PayFlex™ Card for all of your healthcare purchases!

PayFlex Systems USA, Inc.
800.284.4885 | www.mypayflex.com