



FlexCard Q & A

Question

Answer

Do I always send a Verification/Reimbursement Form and receipts to B.A.S.I.C. after I use my FlexCard?

What are the "ALWAYS" with the FlexCard?

What are the "NEVERS" with the FlexCard?

The IRS sets the requirements for receipt submission when the FlexCard is used. Your Employer has set parameters, which eliminate some of your requirement to submit receipts. You do not need to submit receipts for:

- Single physician office visit co-pay:
 - Single is defined as one visit.
- Single pharmacy co-pay:
 - Single is defined as one prescription.
- Co-pays must match the co-pays in your Employer's health plan:
 - Example: You are covered by your Employer's health plan (not your spouse's) and the health plan has \$20, \$30 or \$40 co-pay for pharmacy or office visits. If your FlexCard is used to pay for one of these co-pays at your pharmacy or office visit, you do not need to submit the receipts.
- Multiples of a single (one) co-pay:
 - For example, if your co-pays for Rx are \$20, \$30, \$40 and you purchase 3 prescriptions with a \$20 co-pay each for a total of \$60. These receipts do not need to be submitted. However, if you purchase 3 prescriptions with a \$20, \$30, and \$30: receipts are required.
- The multiple maximum permitted is 5 (five) times the co-pay.
 - There is no limit to the number of times you can use the multiple maximum and not submit the receipts.)

Remember: A Verification/Reimbursement Form and receipts are required for all other FlexCard charges that don't meet these parameters.

Keep your receipts/documentation.

Submit the Verification/Reimbursement Form and receipts within 15 days of your FlexCard swipe if expenses do NOT meet guidelines listed above.

Read the Employee Enrollment materials for information about over-the-counter product purchases with your FlexCard.

When you used your FlexCard and have to submit receipts, always check the YES box when submitting the Verification/Reimbursement Form.

Do not submit debit card or credit card receipts or a cancelled check as proof of service.

Never use the FlexCard for prior plan year services.

Question

Answer

What if my FlexCard doesn't work?

OR

Why is my card being denied at the terminal?

- ➔ Your provider's card terminal may not be set up with a medical or dependent care provider code.
- ➔ Your card may not be active.
- ➔ You may have reached your pledged limit.
- ➔ You may have outstanding charges for which you have not submitted documentation.
- ➔ Double-check the balance in your account. You might be trying to charge more on your FlexCard than what is available.

Call BASIC at (800) 444-1922 x 1 to verify your card status.

You will need to pay for the services, obtain receipts and complete a Verification/Reimbursement Form. Fax to BASIC at (800) 391-6562. BASIC will process the claim and either process a direct deposit or mail a check to you if funds are available in your FlexCard account.

What happens if I forget or don't send in receipts when they are required?

BASIC will send you a letter stating that you are in violation of the IRS regulations. The letter notifies you of a 14-day grace period in which you must submit receipts with the Verification/Reimbursement Form. If the receipts are not received by the deadline, your FlexCard will be deactivated. Your Employer will deduct the funds from your paycheck and redeposit the money into your Flex Account. In addition, you will no longer be able to use your FlexCard. You will be required to pay for services and submit receipts with a Verification/Reimbursement Form (Do not check the YES box) for the rest of the Plan Year.

How much do I have in my account?

Go to www.Basiconline.com. You will need to log on and follow the online directions to access your account balances and status of your claims.

What if I lose my card?

Obtain a REPLACEMENT CARD FORM from your Employer. Mail the form with a \$5 check to the address on the form. BASIC will reissue the card and mail it to your home address.

If I have questions, whom do I call?

Contact the Human Resources staff at 768-3758 for more information or call BASIC at (800) 444-1922 x 1



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