

The SISC Flex Card

Introduction

The SISC Flex Card is a pre-funded debit card that allows participants to electronically access the pre-tax amounts set aside in their SISC Flex Health Care Spending Accounts, therefore reducing the burden of paying out of pocket and waiting for reimbursement. The convenience of using the SISC Flex Card is a privilege offered to plan participants who agree to follow the IRS rules that apply to Health Care benefit cards. IRS regulations require that all debit card transactions are substantiated, and that improper use of the card results in suspension of card privileges.

Using the card at participating pharmacies, grocery stores, discount and club stores

Participating pharmacies, grocery stores, discount and club stores will permit you to purchase FSA eligible items, including prescriptions and over-the-counter products on your card. You will be asked for a separate form of payment for non-eligible items. Generally, no receipts will be required to substantiate the transaction if you are using an IIAS (Inventory Information Approval System) compliant merchant, as defined by the IRS. Verify that you are using a participating IIAS merchant by visiting our website: <http://sisc.kern.org/flex/smartflex.html> or contacting the SISC Flex office. **Always save your receipts**, the SISC office may still need to request documentation in some situations.

Using the card at a provider's office (medical, vision, dental, chiropractor, etc.)

The SISC Flex Card can be used at health care providers who accept VISA to pay for medical services received and medical products purchased. Because these transactions **cannot** be verified at the point of sale, SISC will send a letter requesting documentation/receipts for the expense within three days of the transaction. It is not necessary to wait for SISC to send a letter requesting the information. You may submit your claim form and documentation as soon as the expense is incurred. This is a good habit to establish in order to avoid having your card blocked and privileges suspended.

Letters requesting documentation

Participants should always save itemized receipts for FSA purchases made with the SISC Flex Card. If the participant is required to submit documentation to substantiate a transaction, a letter will be generated and mailed to the participant within three days of the transaction. This "First Request" letter will give the participant 40 days to submit the necessary documentation to the SISC office. If documentation is not received, on the 41st day, the participant's SISC Flex Card privileges will be suspended and the second request letter will be mailed. The "Automatic Overpayment Request" (second request letter) will give the participant 10 days to submit the necessary documentation before SISC attempts to recover the amount from future eligible claims. Card privileges will be reinstated when required documentation is received for outstanding transactions. Participants always have the option of submitting a manual claim to request reimbursement of eligible expenses.

If a participant has their card privileges suspended on three occasions during the plan year, their card will be closed for the remainder of the year. If a participant has failed to provide requested documentation, or has other unresolved card issues at the end of a plan year, future participation in the plan may be denied.

See attached Q & A for more information or visit our website: <http://sisc.kern.org/flex/>