

EZ REIMBURSE® MasterCard® Card

User Guidelines

EZ REIMBURSE® Card

- Use your card to access funds from your Medical Flexible Spending Account!
- No PIN number required to use the Card. If asked for a PIN when swiping, simply choose the credit option or ask the sales associate for assistance.

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- Card use is restricted to medical service providers, Drugstores and Mail Order.
- Card will not work at unauthorized merchants such as Department Stores, Gas Stations, Mail Order vitamins.

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- 100% substantiation is required
- Substantiation (*sub-stan-ti-ate*)
 - to establish by proof or competent evidence
 - Synonym *Verify* (*ver-i-fy*)
 - to confirm or substantiate in law by oath

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- In some cases, using your card for known co-payments, such as a \$25 doctors office visit under COVA's medical plan substantiates (*auto adjudication*) based on the co pay amount; NO PAPERWORK REQUIRED.
(Note: the cardholder must be the primary participant on the plan for auto adjudication of co-pays)
- For amounts that are NOT co-pays, paperwork is required by the employee!

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- Using your card at IIAS Merchants takes the guess work out of purchasing prescription drugs and Over the Counter (OTC) & is completely paperless!
NO PAPERWORK REQUIRED.
- Mail Order through your Health Plan too!

Proper Paperwork includes
WHO ?WHAT? WHY? WHERE? WHEN?

- Who the service was for,
- Type of service, *this must include prescription or OTC name*
- Date of service,
- Service provider,
- Amount of service.

And if I don't send in the paperwork?

- Your card will be disabled until you do!
- Employer can withhold payments of out of pocket expenses.
- Expenses could be subject to Tax at the end of the year!

- Log on to www.myFBMC.com for
 - Review of all activity on your pre tax accounts, including Card transactions that require paperwork,
 - Download forms,
 - Catch up on the latest news and FAQ's.
- You can also access your account by calling 800-865-FBMC.

Contact our Customer Service Department

- By email at webcustomerservice@fbmc-benefits.com or ,
- Call 800-342-8017
– 7am to 10pm EST Monday through Friday.
