

HEALTHCARE DEBIT CARD FAQs

Q. What is the healthcare debit card?

A. The debit card is a limited-use Mastercard[®], a payment facilitator that lets you pay for qualified expenses without being out-of-pocket and having to wait for reimbursement.

Q. What can I use the debit card to pay for?

A. You can use your card to pay for qualified goods and services that you previously would have paid for out-of-pocket and then submitted a claim to your administrator for reimbursement.

Q. How do I use the healthcare debit card?

A. Present the debit card as payment for qualified goods and services. The amount of the transaction will be paid directly from the available balance in your reimbursement account.

Q. : Since this is a debit card, do I need a PIN?

A. You may request a PIN, but it is not required. If presented with the option between Debit or Credit and you do not have a PIN, choose Credit.

Q. Does the provider have to do anything different to take the healthcare debit card?

A. No, the card is compatible with standard Mastercard processing systems. The only requirement is that the provider's credit card Merchant Category Code matches one of those assigned to qualified goods and services. (For example, the card will not work at a gas station, sporting goods store, dog kennel, hair salon, etc.)

**USE THE HEALTHCARE
DEBIT CARD TO PAY THE
EASY WAY**

The healthcare debit card is the quick and easy way to pay for eligible expenses from your Benefit account(s). You'll love the swipe-and-go convenience of this debit card. Use it to make a copayment at a doctor's office, purchase prescriptions at the pharmacy, buy a new pair of glasses, and more!

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Q. What happens after I swipe the card?

A. As soon as a transaction is authorized, your “purse value” (the amount of money available to spend on your card) is reduced by the transaction amount. Depending on your plan, within moments you will either receive an email or see an alert in your mobile account that confirms the transaction and shows your remaining balance after the transaction has been deducted.

Q. Do I ever have to send in receipts or other supporting documentation?

A. Always keep your receipts. All card transactions must be substantiated (verified). If the transaction did not auto-substantiate, then you will need to send in a signed claim form and valid receipt showing the date of service, type of service, provider name and address, and amount of payment. Credit card slips are not valid receipts.

Certain merchants have adopted an inventory control standard (IIAS) that cancels out the need for a receipt in nearly all cases. Transactions with these merchants (including Walmart, Walgreens, Target, Kroger, Harps, Kmart, Sam’s Club and others; see our website for the full list) should automatically substantiate.

Q. What happens if I am required to send in a receipt, but don’t do so promptly?

A. If you have a pending card transaction that has not been substantiated with a receipt within a certain period of time (depending on your plan, typically either 30 or 60 days), your card may be temporarily blocked from further use until the transaction is substantiated, paid back or offset with manual claims.

Q. What if there is not enough money in my account when I swipe the card?

A. If the transaction exceeds the available balance in the account you are trying to draw against, the transaction usually will be declined. Some merchants do have the capability of accepting “split tender” which will only pull the amount off your card that’s available and then ask for a different form of payment for the rest.

Q. Are there any transaction limits?

A. Both the per-transaction and the accumulated daily transaction limits are \$5,000, even if you have more in your account.

Q. How can I check on my account balance, transactions status, etc.?

A. You have online account access 24 hours a day at our website. To log in for the first time, refer to the welcome email that we send after enrollment.

Q. What if I still need help after looking at my online account?

A. Contact your benefits administrator if you need additional help.