

Flexible Spending Account Claims and Reimbursement FAQ

Documentation for Reimbursement

To verify eligibility of card charges, employee will receive a letter or email requesting supporting documentation.

- *These requests are generated for Co-Insurance and deductibles*
- *The Provider/merchant will be paid, even while supporting documentation is being submitted*
- *Documentation must be submitted with 45 days of services*
- *If subject to insurance, documentation must show insurance payments*
- *Credit card receipts and insurance estimates will not be accepted*

Claims

- **Claims may be filed for any eligible expense that has not been reimbursed, such as:**
 - *Eligible health care expenses that weren't paid for by insurance, or other discounts*
 - *Eligible expenses from a spouse's Flexible Spending Account*
 - *Over-the-counter items that are submitted with a prescription*

For questions about reimbursement on claims, documentation requests or other details please contact CompuSys at 1-800-933-7472 or by email at nmflex@cserisa.com