

Frequently asked questions

ASIFlex Card

GENERAL INFORMATION

What is the ASIFlex Card?

The ASIFlex Card is a limited use prepaid debit card that provides an easy way to pay for out-of-pocket health care expenses for you, your spouse and any tax dependents. The advantage of the card is that you do not have to pay with cash or a personal credit card. The card allows you to pay the merchant or health care provider directly from your Medical Spending Account (MSA). You are not required to use the card; you can choose at each point of service if you want to use the ASIFlex Card or pay out-of-pocket and submit a traditional claim to be reimbursed. Whichever way you choose to be reimbursed, the IRS requires that all claims be fully substantiated. That means you have to submit documentation for claims you file and may have to submit documentation for your card transactions.

How do I use my ASIFlex Card?

The ASIFlex Card can be used at health care providers that accept VISA® and certain retail merchants that inventory eligible health care products. It is not accepted at restaurants, gas stations, department stores or other similar stores. At the point of sale, simply present your card for payment. You can sign for a credit transaction, or you can enter your PIN for a debit transaction. The merchant will process the transaction and the card company will then report basic information about the transaction to ASIFlex. The card company can only provide the merchant name (or a portion of the name), date of transaction and dollar amount. For this reason, IRS regulations require you to have supporting documentation that show the actual date of service (regardless when paid), patient name and a description of the service. ASIFlex will let you know if you need to submit documentation for card transactions. See the documentation section on Page 4 for more information.

Tip: Carry the [ASIFlex Wallet Card](#) with you to show the provider. Each time you use the debit card, ask the health care provider for an itemized statement. The itemized statement must include the following:

- Provider name;
- Patient name;
- Date of service (not just the date paid);
- Description of service; and
- Dollar amount owed.

Keep in mind that although the card provides an easy way to pay, it is not paperless and you may be required to submit documentation afterwards. Each time you use the card, you are responsible for requesting an itemized statement of the service in case it is needed.

Where can I use my ASIFlex Card?

The card is programmed to only work at health care providers who accept VISA® and retail merchants that comply with the Inventory Information Approval System (IIAS), which confirms at the point of sale that any items being purchased are eligible expenses for an MSA.

How do I know what merchants accept the card?

In general, health care providers that accept VISA® will accept the card. Retail merchants that maintain an inventory system to identify qualified health care products will also accept the card. For a list of retail merchants, go to www.ASIFlex.com/SCMoneyPlus. Select Debit Card from the Resources tab, then look under Related Links.

Health care providers must have their card terminals coded to properly identify the business as a health care provider. Some teaching hospitals, for example, may code their terminals differently as an educational facility. In this case, the card would be declined. If your card is declined, you can pay for the service/supply out-of-pocket, request an itemized statement and submit a claim for reimbursement.

Do I have to use the card for all of my expenses?

No. You can choose at the point of sale if you want to use the card or pay out-of-pocket and submit a claim. You have several options for submitting claims, including:

- **ASIFlex mobile app** Download the app and log in to your account. Then, just snap a picture of your itemized statement or EOB and submit a claim via the app.
- **ASIFlex Online** Sign in to your online account to submit a claim.
- **Toll-free fax or mail** Download and complete a claim form. Then, submit it with your itemized statement or EOB. Keep a copy for your records.

What are some reasons my card may not work?

Below are a few reasons why your card may not work.

- **Non-health care products** You may be attempting to purchase an item that is not a qualifying health care item, such as candy bars and magazines.
- **Merchant issue** The merchant may encounter problems with their terminal or may be using a non-health care merchant identification code.
- **Invalid merchant** You may be attempting to use the card at an unapproved merchant. The card is only accepted at health care providers and certain retail merchants that accept VISA®. It cannot be used at restaurants, gas stations, department stores or other similar stores.

- **Insufficient funds** You may be attempting to use the card for an amount more than your available balance. In this case, the transaction will be declined. It's important to know your balance.
- **Funds not loaded** Your election amount may not be loaded yet with new plan year funds.
- **Deactivated** If you fail to provide documentation within a certain timeframe, your card will be deactivated. IRS guidelines require documentation and your card will remain deactivated until you submit documentation. Log in to your participant account at www.ASIFlex.com/SCMoneyPlus to submit documentation. You can also submit documentation through the ASIFlex mobile app or via fax or mail. Your account will highlight any transaction for which backup documentation is needed.

In the event your card does not work, simply pay for the item out-of-pocket and submit a claim for reimbursement if it is an eligible expense. If your card is deactivated pending receipt of documentation for a previous transaction, the amount of your claim will be reduced by the outstanding transaction amount.

THE ASIFLEX CARD

How do I get a card?

Employees who enroll in an MSA or Limited-use MSA will automatically receive the ASIFlex Card. You will receive two cards at the home address ASIFlex has on file for you. You will need to call to activate your card and select a PIN.

Be sure to read and retain the cardholder agreement. If for any reason you decide that you do not want the card, send a written request to asi@asiflex.com to ask that the card be cancelled.

Is there a fee for the card?

There is no fee for the initial set of cards and no fee for additional or replacement card sets.

Can I order additional cards?

Yes. You may order additional cards by logging in to your participant account. There is no cost for additional or replacement card sets, and you will receive two cards per request.

How long does it take to receive a card?

In general, you should expect to receive your card within 10-14 business days after ASIFlex is notified of your enrollment. During peak enrollment periods, such as open enrollment, it may take longer to receive your card.

In whose name are the cards issued?

Cards are issued in the participant's name. Family members can still use the card as a debit transaction by entering the PIN.

What should I do if my card is lost or stolen?

You should immediately report lost or stolen cards to ASIFlex at 833.SCM.PLUS (833.726.7587). Upon request, ASIFlex will issue new cards to you.

DOCUMENTATION

What types of expenses require documentation?

IRS regulations require you to submit documentation for certain card transactions. The only items that *do not* require follow-up documentation are:

- Flat dollar copayments under PEBA's insurance plans.
- Identified recurring expenses at the same provider for the same dollar amount each month that has been substantiated once. For example, you have a monthly chiropractor visit for \$45.50, which does not match your copayment. You will be asked to submit documentation the first time. When you substantiate the expense, include a note stating this is a recurring expense. Future transactions at this provider for the same amount will not require documentation.
- Prescriptions or over-the-counter health care products purchased at pharmacies/merchants that identify which products are qualified health care items.
- A claim reported from BlueCross BlueShield of South Carolina (BlueCross) or EyeMed that match an exact dollar amount of a card transaction.

All other transactions at medical offices, hospitals, physician offices, dental offices or vision care offices that do not match the BlueCross or EyeMed claim information will require documentation.

Swipe. Ask. Go. Each time you use your card, be sure to ask for and keep an itemized statement. Most providers do not automatically provide this information.

What is auto-adjudication?

Auto-adjudication is when transactions are automatically substantiated using available data. ASIFlex will receive claims data from BlueCross BlueShield of South Carolina for health and dental claims, and from EyeMed for vision claims. ASIFlex will auto-adjudicate as many card transactions as possible using this data. While documentation cannot be eliminated completely, the goal is to decrease the need for you to provide documentation. If a transaction amount is equal to the amount shown on the file from BlueCross or EyeMed, you should not need to submit documentation.

How am I notified if documentation is required?

To use your card, you must also sign up to receive electronic communication from ASIFlex. ASIFlex will send you an email and/or text alert, based on your preference, if documentation is needed. You can also read your secure messages by logging into your participant account at www.ASIFlex.com/SCMoneyPlus. The message will explain what documentation is needed in order to substantiate the transaction.

You will have 52 days to submit documentation and will receive three requests for documentation.

1. **Initial notice** Sent ten days after ASIFlex receives notice of the card transaction.
2. **Reminder notice** Sent 21 days after the first request.
3. **Deactivation notice** Sent 21 days after the reminder notice. Your card will be deactivated and future claim submissions will be offset by the outstanding amount.

Your card will be reactivated if you submit the requested information. If you are unable to provide documentation for an ASIFlex Card transaction in question, you may:

- Submit a claim for expenses incurred out-of-pocket. Payment will be withheld to offset the outstanding card transaction; or
- Repay the unsubstantiated claims by submitting payment to ASIFlex by check or by requesting ASIFlex to debit your bank account.

ASIFlex will provide any transaction amounts that have not been substantiated at the end of the plan year to your employer to include as taxable income on your W-2.

What types of documentation are acceptable?

The IRS regulations require you to retain appropriate documentation each time you use the card in case you need to substantiate a transaction. Use of the card is not paperless. These are acceptable types of documentation:

- **Itemized statement** You can submit a statement that shows the provider name, patient name, date of service, description of service and dollar amount owed.
- **Explanation of Benefits (EOB)** You can submit a copy of your insurance plan's EOB statement.
- **Receipt for prescription drugs** You can submit the prescription receipt, a printout from your pharmacy or a copy of the itemized mail order statement.
- **Receipt for over-the-counter health care products** You can submit a copy of the merchant's itemized receipt that shows the store name, date, description of the product and dollar amount.
- **Prescription and receipt for over-the-counter drugs** You must submit a copy of your attending physician's prescription with the itemized merchant receipt that shows the store name, date, description of the product and dollar amount. You cannot use the ASIFlex Card to purchase over-the-counter drugs or medicines; however, you can submit a claim for reimbursement via the mobile app, online, by fax or mail.

How do I provide documentation to substantiate card transactions?

You should only submit documentation for card transactions if requested. When you receive a request for documentation, include a copy of the request letter/message and submit the documentation online by logging into your participant account, via the ASIFlex mobile app, or via fax or mail.

What types of documentation are not acceptable?

Following are examples of items that are not acceptable because they are not itemized and do not show all the IRS-required information:

- Card terminal receipt.

- Cancelled check.
- Balance-forward statement that is not itemized.
- Paid-on-account or paid receipt that is not itemized.
- Pretreatment estimates.

What should I do if I am unable to obtain the supporting documentation?

If you are unable to provide documentation for an ASIFlex Card transaction in question, you may:

- Submit a claim for expenses incurred out-of-pocket to offset the card transaction; or
- Repay the unsubstantiated claims by submitting payment to ASIFlex by check or by requesting ASIFlex to debit your bank account.

As a last resort, ASIFlex will provide any transaction amounts that have not been substantiated at the end of the plan year to your employer to include as taxable income on your W-2.

IMPORTANT REMINDERS

The *State Flexible Benefits Plan* (MoneyPlus) and IRS regulate the card. Keep these things in mind:

- Use of the debit card is not paperless.
- Know your balance. If you have only \$20 left in your account and swipe the card for \$25, the transaction may decline.
- Save all itemized receipts and insurance EOBs in case you need to provide documentation. Remember, credit card receipts are not acceptable.
- Submit documentation, if requested. It's the law. You can read your messages by logging into your participant account at www.ASIFlex.com/SCMoneyPlus.
- If you fax documentation, be sure the fax is legible and includes your name and BIN or SSN. Be sure to indicate "S.C. PEBA MoneyPlus" on the fax, too. Do not highlight information, and keep your fax confirmation page.
- ASIFlex will provide any transaction amounts that have not been substantiated at the end of the plan year to your employer to include as taxable income on your W-2.

You can find additional resources at www.ASIFlex.com/SCMoneyPlus. Select Debit Card from the Resources tab, then look under Related Links. You can also find resources by logging in to your participant account.