

# Security Benefit's Flex Convenience Card

## What is the Mbi Benefits Card®?

The Mbi Benefits Card® is a debit card that can simplify the process of paying for eligible expenses. It is an alternative to the traditional method of filing claims. You can use the card at qualifying merchant locations wherever MasterCard is accepted – from physician and dental offices to pharmacies and vision service locations.

## Exactly what is the “convenience” of the card?

The card allows you to pay for eligible expenses at the point of service. The convenience is:

- Immediate access to FSA account – you avoid paying with cash or check
- Immediate payment of the expense – you avoid waiting for a reimbursement check
- Claim form for documentation provided to you by mail or e-mail

The ease of use at the point of sale and the reduced burden of having to pay money out-of-pocket, completing a claim form and waiting for a reimbursement has proven to be extremely convenient for plan participants.

## How does the Mbi Benefits Card® work?

The Mbi Benefits Card® is accepted only at certain merchants. This includes physician offices, hospitals, dental offices, pharmacies (including mail order), hearing/vision care providers, etc. As you incur health care expenses, you present your card for payment. The card system will validate that your coverage is active and that you have available funds to cover the transaction. You must retain documentation of the expense, as you may be required to substantiate transactions in some cases by providing copies of the documentation. We recommend that you keep all documentation in a separate envelope for the entire plan year in the event the information is requested. For example, itemized receipts listing the merchant name, name of the item/product, date and amount will be requested for all over-the-counter purchases. Use the card only for qualifying expenses, otherwise, you'll have to write a check back to the plan or the card will be deactivated. The card works great for prescription drug or office visit co-pays. If you purchase a prescription drug along with non-qualifying items, be sure to ask the merchant to ring up the prescription separately so that you can use the card. You can use the card for other health expenses, including medical, dental, vision and hearing. The card is valid for a three-year period and will contain information regarding your current plan year election. Each year when you re-enroll, the card will reflect that plan year election amount(s).

## Is this process paperless?

No. Although there is no requirement for you to complete conventional claim forms, additional documentation will be required in order to meet IRS guidelines. Therefore, you must keep copies of all receipts and itemized statements (not the credit card receipt) for each purchase for the entire plan year. You'll receive a letter, or email, requesting the documentation and you will be required to submit this information to substantiate the expense according to IRS regulations. You will need to return the signed letter, or email, along with the documentation. **DO NOT SEND IN THE REQUESTED INFORMATION ON A REGULAR CLAIM FORM.** In some cases, you will not need to send in documentation. This occurs when your expense matches a copay that is preset to match copays that may apply to your employer's health insurance.

## What type of additional documentation is required?

The documentation is the same information required for traditional paper claim forms. You must keep copies of all transaction receipts for each card purchase so that these can be provided to the administrator upon request. This includes itemized cash register receipts that list the merchant name, name of the item/product, date and amount (for items such as hearing aid batteries, contact lens solutions or over-the-counter medicines/drugs), insurance plan Explanation of Benefit (EOB) statements, and itemized statements (for vision or other health care expenses). (It does not include the credit card receipt.) For prescription drugs purchased at a pharmacy, this would include the pharmacy receipt (or you can request a printout from your pharmacy). Whenever possible, however, you should purchase prescriptions through any available mail-order service as this not only reduces your costs, it can also help reduce or even eliminate the documentation requirements! We recommend you keep all documentation in a separate envelope at home or work for the entire plan year. **REMEMBER, THIS DOCUMENTATION NEEDS TO BE RETURNED ALONG WITH THE SIGNED LETTER, OR EMAIL.**

# Security Benefit's Mbi Benefits Card®

## **What happens if I forget to reply to the letter requesting additional documentation?**

In the event the request for additional information is ignored, a second letter is generated giving you additional time to respond. If there is no reply to the second request, collection procedures will begin. The card will be deactivated and you will be required to make reimbursement to the plan by personal check.

## **What happens if I accidentally use the card for ineligible or non-qualifying expenses?**

Be sure to have merchants ring up your qualifying expenses separately from your other personal items so you can use the card. In the event the card is misused, you will be required to write a personal check back to the plan. If you do not reimburse the plan, the card will be deactivated and collection procedures will begin. In addition, your employer will be contacted.

## **Are there any limitations on the usage of the card?**

Aside from the specific merchant codes and the plan year election amount, there are no limitations. There are no transaction fees, and you have unlimited use of the card. Remember, though, that you must use the card for qualifying items only!

## **Will I receive a cardholder agreement?**

Yes, you will receive a Fund Transfer Disclosure Statement (cardholder agreement) that you should carefully read and must abide by. You must also read the back of your convenience card, and sign it. By using the card, you agree to the provisions of the cardholder agreement. That is, you agree to use the card only for qualifying expenses, and to provide documentation upon request.

## **Must I use the card for all expenses I incur?**

No. During the plan year, you can file traditional paper claims or use the Mbi Benefits Card®. Remember, the card is valid for a three-year period, so if you choose not to use it at all, we recommend you keep the card in a safe and secure place in the event you wish to use it in future years.

## **Will I receive a statement or an accounting of my Mbi Benefits Card® transactions?**

All transactions, whether they are paper claims or card transactions, will be reflected on your periodic statements provided by Security Benefit. You can also access our 24 Hour Interactive Voice Response System or our web site at [www.securitybenefit.com](http://www.securitybenefit.com)

## **How do I report a lost or stolen card?**

Lost or stolen cards must be reported as soon as possible. During our normal hours of operation, contact us at 1-888-662-3646. Before or after business hours and weekends, lost or stolen cards may be reported at [www.theflexcard.com](http://www.theflexcard.com). There is a \$10.00 fee for card replacement for any reason.

## **Can I order a card for my dependents?**

Yes. You can order an extra convenience card for your spouse or college student by completing the application provided. Please be certain that your dependent fully understands how to appropriately use the card for qualifying expenses only, and that they retain copies of documentation of each transaction. There is a one-time cost of \$5.00 for one additional card.

## **What happens if I have a \$1,000 limit on my Mbi Benefits Card®, but I have a \$1,500 transaction?**

Transactions exceeding your card limit or available balance will be rejected. For this reason, as you use the convenience card throughout the year, you should check your available balance at [www.securitybenefit.com](http://www.securitybenefit.com). This way you will know how much is available and you can request that the merchant charge only up to the available balance on the card. You may pay for the transaction and file a claim. Your reimbursement would only be for the amount of money you elected, minus the card fee and any other expenses incurred previously. You would not be able to get more reimbursements during the plan year either using the card or by claim forms as you would exceed your election amount.

## **If I terminate employment, can I continue to use the Mbi Benefits Card®?**

No. The card is inactivated at that time. If you have qualifying expenses to submit after your termination of employment, you can use the traditional method of filing a claim form with appropriate documentation. Claim forms are available on the web site. (Remember, though, that your qualifying expenses must be incurred during your period of coverage.)