

Participant Reference Guide

Welcome to FlexSystem and to the tax saving benefits of a Section 125 Cafeteria Plan. We hope you will find FlexSystem to be an efficient and valuable service. This Guide will walk you through the reimbursement process, explain the change of elections rules and procedures, show you how to track your account, and explain how to handle the end of the Plan Year. Please retain this Guide for future reference.

Request for Reimbursement

Log on to www.accesstasc.com to submit a Request for Reimbursement. Along with this Guide you received a personalized Request for Reimbursement Form. **Make additional copies of this form for future requests** or go on-line to print additional copies. On the back of the Request for Reimbursement Form are some valuable Reimbursement Tips meant to help you receive swift reimbursements.

You may request reimbursement any time a qualified expense has been incurred. The service related to the expense needs only to have taken place; it need not be paid before requesting reimbursement. Only request reimbursements (a) for eligible expenses incurred during the applicable Plan Year, (b) for eligible plan participants, and (c) for expenses that have not been previously reimbursed under this or any other benefit plan or claimed as an income tax deduction. It is your responsibility to comply with these guidelines and to avoid submitting duplicate or ineligible claims.

FlexSystem processes requests for reimbursement daily. Once a request is reviewed and approved, a reimbursement is issued. For dependent care and non-employer sponsored insurance premium reimbursements, the account must contain sufficient funds for the full request to be reimbursed. If there are insufficient funds in the account, reimbursement will be limited to that particular account's balance amount only. The outstanding balance of the request will remain as an open item until additional deposits

are received, at which time an additional reimbursement will be initiated. Out-of-pocket medical expenses will be reimbursed for the full amount of the request, provided the total of the request does not exceed the total Plan Year election.

Approved requests received by FlexSystem before noon CST will be processed that day, with reimbursements initiated the following day. **Actual receipt of the reimbursement depends on the mail and banking systems.** To receive your reimbursement sooner, use our Direct Deposit option. A service fee of \$30 is charged to the Participant for the reissue of lost, stolen, or expired paper-copy checks. (Note: This fee can be avoided with the election of Direct Deposit.) With Direct Deposit, funds are forwarded to your bank within 48 to 72 hours of a complete submission.

Substantiating Requests

You will need to substantiate your Requests for Reimbursements for medical expenses only. To submit requests on-line, follow the *VeriFlex* process to substantiate your requests. Submitting Requests for Reimbursement on-line is easy! Here are the simple steps you should follow.

Step 1

- Log on to www.accesstasc.com and click on the 'Submit Reimbursement Request' link located on the left side of the screen. This will take you to the *Reimbursement Wizard*.



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- Fill in the Participant, Client, and PIN numbers and click on the words ‘log in.’ (This information is provided on your personalized Request for Reimbursement Form sent to you, or you may also obtain it from your employer.)
- Verify your name and address and make any necessary changes.

Step 2

- Enter the month, day, and year of the service incurred, *not* the billing or paid date. These dates must be within the current Plan Year. Select the appropriate *Benefit Code* from the drop down menu.
- After selecting the *Benefit Code*, enter the *Service Type Code*, once again selecting it from the drop down menu offered.
- Now, describe the services, and enter the amount of the expenses; **do not** use the dollar sign or commas. Use a period to indicate any decimals.
- Finally, enter the *Service Provider* (e.g., Dr. Smith, Corner Pharmacy, Kid Keepers Daycare).
- Click *Save & Review*.

Step 3

- Review your submittal.
- Click on ‘Submit’ or “Add Another Request.” A new screen will confirm successful submission of the Request for Reimbursement.

Step 4

- If the Request requires substantiation, you will find (on the confirmation page) a link to download a *VeriFlex* Cover Sheet which will automatically contain a unique identification number. You **must print** this *VeriFlex* Cover Sheet.

FlexSystem VeriFlex Cover Sheet

CLIENT ID: GROUP ID: GROUP NAME: PARTICIPANT ID: REQUEST ID: PIN: (00 Box 8877 Madison, WI 53704-8837)

NUMBER OF REQUESTS: 0001

| Request ID | Request Amount | Request Type |
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123-45-6789 - 0000 6000001-01

- After printing the *VeriFlex* Cover Sheet fax or mail it to FlexSystem along with the substantiation documents. Be sure to fill in the box for any Request ID’s that have substantiation documents attached. Fax the *VeriFlex* Cover Sheet and substantiation documents to 1-800-296-3529. Use this fax line for *VeriFlex* Cover Sheets and substantiation documents only. **All other documents faxed to this number will be discarded, including Request for Reimbursement Forms.** *VeriFlex* Cover Sheets and substantiation documents may be mailed to FlexSystem, PO Box 8837, 2302 International Lane, Madison, WI 53704-8837.
- All substantiation document(s) must be sent on a standard 8.5 x 11 piece of paper. Copy or attach substantiation document(s) (do not use staples) to a standard size piece of paper prior to submitting.

If you are submitting a Request for Reimbursement by fax or mail, simply include your substantiation documents (receipts) with the Request for Reimbursement Form.

Change of Elections

You may change your election during the Plan Year only under certain circumstances and only within 30 days of the qualifying event. For example, if you get married or divorced, have a child, or experience a change in work status you may make a change of elections. (See your employer for a complete list of circumstances and the appropriate form to use.) In addition, each Plan Year anniversary provides an opportunity to change elections when re-enrolling.

Tracking Account Balances

Track your account balances on the web (at www.accesstasc.com) or on our Interactive Voice Response (IVR) System (at 1-800-422-4661). You will need your Client ID, Participant ID, and PIN assigned by TASC to access your account on both the IVR and the website.

Plan Year End

Near the end of the Plan Year you will have the opportunity to re-enroll in FlexSystem. Your employer may change Plan parameters at this time as well. The three months following the end of the Plan Year are called the transitional period. During this time, you may continue to submit Reimbursement Requests for expenses incurred in the previous Plan Year. The Plan Year is officially closed three months following the end of the Plan Year, or sooner if directed by your employer. Once closed, any unused funds are returned to your employer.