mySourceCard

Frequently Asked Questions

INNOVA BENEFIT Services, LLC

Personalized Services from Professionals Who Care

Table of Contents

*my*SourceCard

Q-1. How does *my*SourceCard work? 1
Q-2. Where can I use *my*SourceCard? 1
Q-3. When can I use mySourceCard at grocery and discount stores? 1
Q-4. Do I still have to submit paper claims substantiation? 1
Q-5. How will I know when I need to submit written claims substantiation? 2
Q-6. How long do I have to submit written documentation to Innova Benefit Services? 2
Q-7. What happens if I do not submit written documentation within the required time period? 3
Q-8. If I have a reoccurring expense, can it be automatically adjudicated even if it is not for a standard co-payment amount? 3
Q-9. How do I activate *my*SourceCard? 3
Q-10. What happens if an ineligible expense was paid with *my*SourceCard? 3
Q-11. Can I still submit traditional paper claims in addition to those paid with *my*SourceCard? 3
Q-12. Do you have any other hints for using the *my*SourceCard? 3
Q-13. What if I lose *my*SourceCard? 4
Q-14. Who can I call with questions about *my*SourceCard? 4
Q-15. Is there any charge for *my*SourceCard? 4

*my*SourceCard

Your employer is pleased to offer the *my*SourceCard™, a MasterCard® debit card that allows you to pay for Eligible Expenses through your Flexible Benefit Plan at the time you incur the expense.

Q-1. How does *my*SourceCard work?

Using *my*SourceCard™ will allow you to pay eligible expenses directly from your Flexible Benefit Plan. You will no longer need to pay out of pocket and wait for a reimbursement check. When you incur an Eligible Expense at a qualified merchant, you swipe the card much like you would a typical credit or debit card. The provider is paid for the expense up to the maximum reimbursement amount available under the Plan at the time that you swipe the card. Every time you use the card, you certify to the Plan that the expense for which payment is being made is an Eligible Expense and that you have not been reimbursed from any other source nor will you seek reimbursement from any other source. If you are using the card for dependent care expenses, you certify that you are using the card for services already incurred (and the payment is not made in advance of the time services will be provided).

Although you will not need to pay out-of-pocket and then seek reimbursement for claims paid with your my*SourceCard™*, using the card does not eliminate the need to send Innova Benefit Services receipts in all cases.

Q-2. Where can I use *my*SourceCard™?

Use of the card for medical expenses is limited to merchants who are health care providers (doctors, pharmacies, hospitals, etc.) You may also use the *my*SourceCard™ at grocery stores, warehouse clubs and discount stores under certain circumstances. (See Question 3 below). Use of the card for dependent care expenses is limited to merchants who are childcare providers. The card *cannot* be used at all MasterCard® accepted locations.

Q-3. When can I use *my*SourceCard™ at grocery and discount stores?

As of January 1, 2008 IRS regulations require that a medical FSA debit card may only be used at grocery stores, discount stores and warehouse clubs that have implemented an Inventory Information Approval System (IIAS). The IIAS system approves the use of the card only for eligible expenses. When a portion of the transaction is not approved, the employee must pay for the remaining purchases with another form of payment resulting in a split-tender transaction. Use of your card at a merchant using an IIAS system results in your purchases being auto-substantiated. No further written documentation will be required. Pharmacy must implement the IIAS system by July 1, 2009.

A list of merchants using the IIAS system is available on our website.

By providing this information for general purposes only, neither Innova Benefit Services nor your employer intends to endorse any particular vendors.

Q-4. Do I still have to submit paper claims substantiation?

In addition to using your card at a merchant who has implemented the IIAS system, there are some instances in which you will ***not*** be required to provide written documentation to Innova Benefit Services, such as when you purchase a prescription with a standard co-payment (or certain multiples and combinations thereof) or when you go to a physician and pay your normal co-payment (or certain multiples and combinations thereof). If you receive notification that written documentation is required (see Question 5 below), you will need to submit claims substantiation to Innova Benefit Services,

It is important that you submit this documentation to Innova as quickly as possible after incurring the expense to avoid your debit card from being deactivated until the documentation is received.

Every time you swipe the card, you ***must*** obtain (and retain for one year following the close of the Plan Year a third-party statement from the provider (e.g., receipt, invoice, etc.) that includes the following information:

- The nature of the expense (e.g. what type of service or treatment was provided). If the expense is for an over-the-counter drug, the written statement must indicate the name of the drug. If the expense is for a DCAP payment, the written statement must indicate the Tax ID Number of the provider.
- The date the expense was incurred
- The amount of the expense
- The name of the receiver of the service

This is the same type of documentation you would use to substantiate any flex claim. The IRS requires that ***all*** requests for reimbursement be reviewed by a third-party. However, they do allow for some card swipes to be automatically substantiated based on certain criterion such as the co-payments under your health insurance plan. (Our system matches dollar amounts with Merchant Category codes.) If a claim auto-substantiates, you don't have to send in receipts.

You must obtain the third-party receipt for ALL card transactions when you incur the expense and swipe the card, even if you think it will not be needed, so that you will have receipt in the event that your Plan Service Provider, or the IRS requests it.

Q-5. How will I know when I need to submit written claims substantiation?

At the time your card is swiped, you will receive an email letting you know where your card was used and the amount of the purchase. This email is sent for security purposes. As the claim goes through Innova Benefit Services' system, you will receive emails advising you of the status of your claim:

- The claim has been resolved – no further documentation is required.
- The claim needs paper claims substantiation.
- The claim is not eligible and you need to repay the plan.

In addition, you may log onto www.innovaben.com to login into your account. You will then select the Account Activity Tab. You will be able to view the status of each card swipe. **Green** history buttons indicate the transaction has been resolved; **yellow** history buttons indicate that the transaction is pending; **orange** history buttons indicate that the transaction is still in a pending status and a reminder email has been sent; **red** history buttons indicate that a claim has been denied and money is due to your employer.

You will also find other useful information on our website. Please refer to it often.

Q-6. How long do I have to provide written documentation to Innova Benefit Services?

You will have 30 days in order to submit the requested documentation to your Plan Service Provider, Innova Benefit Services. Please mark the box on your claim form indicating that the submission is for documentation of a card purchase.

Q-7. What happens if I don't submit written documentation within the required time period?

When written documentation is not submitted within the required time period, the swipe will be deemed to be an ineligible expense and you will receive email notification that repayment is due for that particular debit card transaction. You have the option to go online to make a payment, send a check made payable to your employer, care of the Plan Service Provider (Innova Benefit Services) or send in the required documentation. Ineligible card transactions may also be repaid by future, eligible paper reimbursement requests.

Q-8. If I have a recurring expense, can it be automatically adjudicated even if it is not for a standard co-payment amount?

Yes. The first time you incur this expense, you will need to submit written documentation along with a note stating that this will be a recurring expense. We will also need to know how often this expense will be incurred (weekly, monthly, quarterly, etc.). We will then set up this type of expense to be auto-substantiated in the future.

Q-9. How do I activate *my*SourceCard™?

Your card can be activated at https://secure.myrsc.com. Click on "Activate *my*SourceCard™" and follow the onscreen instructions. Activation of card is also available when you login to your account at www.innovaben.com. If you do not have Internet access, call Card Services at 888-523-4308 during normal business hours (8:00 a.m. – 5:00 p.m. CST).

Q-10. What happens if an ineligible expense was paid with *my*SourceCard™ card?

If you receive notification that you have used the card for an ineligible expense or if you don't submit required claims substantiation by the specified deadline, you are required to repay the Plan. Until you repay the Plan in full, the card may be turned off and an amount equal to the unsubstantiated expense will be offset against future eligible claims that you submit for reimbursement. If no claims are submitted prior to the date you terminate coverage in the Plan, or claims are submitted but they are not sufficient to cover the unsubstantiated expense amount, then the amount may be withheld from your pay (as specified in the Cardholder Agreement) or the remaining unpaid amount will be included in your gross income as taxable "wages."

Q-11. Can I still submit traditional paper claims in addition to those paid with *my*SourceCard™?

You have the choice as to how to submit your eligible claims. If you elect not to use the electronic payment card or if the service provider does not accept your card, you may also submit claims under the traditional paper claims approach.

Q-12. Do you have any other hints for using the *my*SourceCard™ ?

- As with any FSA claim, the eligibility of an expense for reimbursement is based on the date of service. Do not use your *my*SourceCard™ to pay for expenses incurred prior to the beginning of the current Plan Year or for a prepayment of services in a future Plan Year.
- The daily limit for your *my*SourceCard™ is $2,000. If you would need to use more than $2,000 on any given day (assuming your available balance is $2,000 or more), you will need to call Card Services at 888-523-4308 or Innova at 866-276-2411.
- Keep track of your "Purse Value" by logging onto www.innovaben.com, logging into your account and clicking on the picture of the *my*SourceCard™ . Your Purse Value is the dollar value of your card at that moment. If you try to swipe your card for even one cent over your Purse Value, the entire swipe will be denied. If your Purse Value is less than your needed amount, swipe your card for the exact amount of your

"Purse Value" and use another form a payment for your remaining balance at the provider.

- Although your *my*SourceCard™ is a debit card as the service providers are paid immediately, at the time of purchase you should say you are paying with credit as the card is not PIN protected, it requires your signature.

Q-13. What if I lose *my*SourceCard™?

As with any debit or credit card, it is important to immediately report your *my*SourceCard™ lost or stolen. You may do this by going on-line at www.innovaben.com or by calling Card Services at 888-523-4308 during normal business hours (8:00 a.m. – 5:00 p.m. EST) or by sending an email to questions@innovaben.com.

Q-14. Who can I call with questions about *my*SourceCard™ ?

We recommend that you use the www.innovaben.com website whenever possible. However, feel free to contact Innova Benefit Services at questions@innovaben.com and we will be happy to assist you.

Q-15. Is there any charge for *my*SourceCard™?

All administrative fees associated with the *my*SourceCard™ are being paid by your employer.