ASIFlex Quick Guide for FSA Debit Card and Online Account Access

Manage Your FSA Account at www.asiflex.com
Register to file claims and view your account statement 24/7!
Use the PIN that was sent in your confirmation letter to register. If you do not know your PIN, email asi@asiflex.com to request it.

**Account Detail** – Know your balance! You can view details of your account including deposits, claims, payments and current account balance.

**Read Your Messages** – View secure messages sent to you from ASIFlex regarding claim payments or additional documentation that may be needed.

**Submit Claims** – Just scan your claim documentation, log in to your account and file online for rapid reimbursement!

**Update** – You can change your user name, security image, security questions or password at any time.

**FSA Store** – View thousands of over-the-counter health care products eligible under your FSA.

**Eligible Expenses** – View an extensive listing of eligible/ineligible expenses.

**IRS Rules on How to Use the Debit Card** – Go to asiflex.com/debitcards.

Filing Claims and Submitting Documentation

There are a variety of ways to submit claims. Choose the one that works for you.

ASIFlex Card - present the card for payment for health care services. Each time you use the card, you must ask the provider for an itemized statement. An itemized statement must include:

1. Provider name/address
2. Patient name
3. Date the service was provided (regardless when paid or billed)
4. Description of the service or health care supply
5. Dollar amount owed

**Note:** A credit card receipt, cancelled check, paid-on-account statement, or balance-forward statement is not sufficient.

You can also use an Explanation of Benefits (EOB) to document expenses.

What Needs Documentation? What are the timelines?

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 the plan you enrolled in through your employer
- Identified recurring expenses (such as a regular monthly payment to the same provider for the exact same dollar amount)
- Prescriptions or over-the-counter health care products purchased at pharmacies/merchants that identify which products are qualified health care items
All other expenses require documentation. ASIFlex will notify you if documentation is required. If you receive a request, provide the itemized statement or the insurance plan’s explanation of benefits (EOB) statement. The three requests for documentation are sent by mail or email/text alert as follows:

1. Initial Notice – Sent approximately five days after ASIFlex receives notice of the card transaction
2. Reminder Notice – Sent 21 days after the first request
3. De-activation Notice – Sent 21 days after the reminder notice and card is inactivated, and future claim submissions may be offset by the outstanding amount

You can submit the documentation online through your account, via the mobile app, or by mail or fax. To submit online just follow the online instructions and click on the highlighted claim (see below). If you do not submit the requested documentation, IRS rules require that your card be temporarily de-activated and future claim submissions will be offset by the outstanding amount.

For additional details regarding IRS regulations governing use of the card, visit asiflex.com/debitcards.

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**ASIFlex Mobile App**

Don't like paperwork? Try the ASIFlex Mobile App! You can check your balance and file claims on-the-go anytime from anywhere!

Just take a picture of your claim documentation and submit via the mobile app for rapid reimbursement! Unlike the card, there are no requirements to submit follow-up documentation!

The app is free and available on Google Play or the App Store, and at www.asiflex.com.