FOCUS Newsletter  
March 2016

ASIFlex Online

As you know, ASIFlex provides plan participants easy access to account information 24/7 – are your employees making the most of these account resources? Just take a look at what’s available:

- View account statements
- Submit claims online
- Submit requested claim documentation online
- Read secure claim messages sent from ASIFlex
- Manage your account
- Need your payment quickly? Sign up for reimbursement via direct deposit
- Too much mail and paper? Sign up for email and/or text alerts
- Change user ID, password, security image, security question(s)

The sign-in process is simple and quick! Just go to www.asiflex.com and click on the Participant Login button or the Account Detail tab.

ASIFlex Mobile

Submit your claim right from the doctor’s office or pharmacy! With the ASIFlex Mobile App, just snap a picture of your itemized statement and submit. It’s fast. It’s easy. And, it results in rapid claim reimbursement!

You can also check your account balance at any time right from your smart phone or tablet!

If you would like a flyer to promote this service with employees, just contact your account manager.

Available free from the ASIFlex.com homepage, Google Play or the App Store.
ASIFlex offers a number of online resources and tools for employers and debit card holders. The dedicated site at www.asiflex.com/debitcards was recently updated and includes revised and new communication materials, including:

- New Frequently Asked Questions
- Tips – How to Use the ASIFlex Card
- ASIFlex Wallet Card
- ASIFlex Quick Guide
- Keep Calm and Respond

Although the card offers an easy way to pay for health care services, it is not paperless and the IRS requires back-up documentation to substantiate certain expenses. Since only limited information can be reported to ASIFlex from the provider/merchant and card company, the IRS requires documentation for certain expenses. Review the communication items listed above for an explanation and refer participants to this site for more information.

Visit www.asiflex.com/debitcards!

### Claim Documentation Requirements

ASIFlex is often asked by participants what is needed to substantiate claims. Detailed instructions are included with the claim form and on the debit card site. In addition, ASIFlex also provides an educational video on its homepage called “Filing a FSA Claim.” The following chart describes the items that can be submitted to substantiate a claimed expense.

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<th>Type of Expense</th>
<th>Documentation Needed</th>
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| If covered by insurance – Medical, Dental, Vision | Insurance payer explanation of benefits (EOB) or an itemized statement  
NOTE: Submit to insurance first, |
| If not covered by insurance     | Itemized Receipt/Statement                                 |
| Prescriptions                   | Pharmacy receipt, printout from pharmacy or mail-order itemized receipt/statement |
| Over-the-Counter Drugs/Medicines| Physician prescription and itemized merchant receipt  
NOTE: Prescription must be dated prior to or on the date of purchase. |
| Over-the-Counter Medical Supplies/Items | Itemized merchant receipt showing the merchant name, date of purchase, description of item and dollar amount |

NOTE: Do not submit credit card receipts, paid on account or balance forward statements, cancelled checks, etc., as these are not itemized.
What must be included on an itemized receipt/statement? Just remember these key things:

**Who?** The person/patient receiving the service.

**What?** A description of the expense, e.g., doctor office visit, crown, eyeglasses, hearing exam, etc.

**Where?** List the name of the provider/merchant and address.

**When?** The date the service or supply was provided, regardless when paid or billed.

**How much?** The dollar amount that you owe (after insurance has paid).

**TIP:** Your provider may not automatically provide this information, so be sure to ask for it!

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About the Company: ASIFlex and ASI COBRA provide third-party benefit administration service solutions to clients nationwide. ASIFlex provides account-based administration for Flexible Spending Accounts (FSAs), Health Reimbursement Arrangements (HRAs), Health Savings Accounts (HSAs) and Parking/Transit Commuter Benefits. ASI COBRA provides COBRA and direct/retiree billing solutions. Formed in 1983, ASIFlex specializes in serving public and private sector clients nationwide and has significant experience with State, County, City and local government entities. ASI focuses on providing exemplary customer service and leveraging technology to provide improved service delivery.

FSA | HRA | HSA | COMMUTER | COBRA | DIRECT BILLING

IT’S WHO WE ARE. IT’S WHAT WE DO.

WWW.ASIFLEX.COM | WWW.ASICOBRA.COM

This FOCUS newsletter is intended for ASIFlex and ASI COBRA clients and provides general information that may be related to ASI services or the benefit plans sponsored by ASI clients. For questions or comments regarding this FOCUS newsletter, or to subscribe or unsubscribe, email marketing@asiflex.com.