

Debit Card Transactions & Requests for Substantiation

Acclaris provides administration for General Dynamics' Full-Use and Limited-Use Healthcare Flexible Spending Accounts (FSA). Acclaris helps keep General Dynamics' reimbursement plans compliant with IRS regulations and assists in validating that your account has been used for eligible products and services. The process of validating expenses is known as "substantiation".

Why does the IRS have these rules? Isn't the money mine to be used for expenses not covered by health care coverage?

The money that you put into an FSA is yours to use for qualified expenses; however, in order to utilize this money without paying taxes, the rules defined by the IRS must be followed. The IRS requires all reimbursement account administrators to verify that the money in your account is being used for qualified expenses.

If I use my Acclaris/VISA Debit Card, will I still need to keep my receipts?

Yes. The IRS has very strict rules about which transactions are eligible and which are not. You must always keep itemized receipts for all debit card transactions, as the IRS has the right to audit you and request documentation of expenses for which you used your Full or Limited-Use Healthcare FSA.

Why am I asked to provide receipts for some card transaction but not others?

Merchants like CVS, Walgreens, Rite Aid and others have implemented a system that identifies over the counter purchases that qualify as eligible expenses under Healthcare Reimbursement Account regulations. When you purchase from merchants that have this system in place, you will not be asked to provide receipts for these purchases. The following link will take you to most up-to-date listing of participating merchants: <http://www.sig-is.org/> Click on the IAS Merchants link under the Store Locator section on the right side of the page. You will be required to provide receipts for purchases made at merchants not using the system and any merchants on the 90% IAS list (list found on the website provided above). Additionally, some purchases made from medical or dental providers will require receipts. Not all services performed by these providers are eligible under Full or Limited-Use Healthcare FSA regulations and these providers don't have a system in place that identifies the type of service provided.

Why can't Acclaris tell from the card swipe if an expense is eligible or not?

Acclaris attempts to automatically substantiate as many card transactions (swipes) as possible. If the card swipe matches one of General Dynamics' benefit plan copays, or matches a recurring transaction that has already been substantiated, no additional information is needed and no receipt will be requested. If Acclaris asks you for proof of your debit card purchase, it means it's not clear whether your purchase was eligible for reimbursement and Acclaris needs the information to satisfy the IRS requirements.

What should I do if I receive a request for substantiation documentation?

You can upload receipts online or send them to Acclaris by mail or fax. You should follow the instructions in the receipt request letter you received from Acclaris:

1. Make sure the receipt includes the date of service, the provider name, the patient's name, the amount, and a description of the service.
2. If you don't have a receipt or the receipt does not include all of the required information, send an Explanation of Benefits (EOB) from the health plan partner.
3. If mailing or faxing – send a copy of the letter you received from Acclaris along with the receipt that matches the claim to be substantiated.
4. Make sure you check the SUBMIT RECEIPT FOR THIS TRANSACTION box on the receipt request letter.
5. Should you choose to submit receipts online, log into your account at acclaris.participantportal.com and click on "Receipts Required for Debit Card Transactions" under the Actions Needed section. Follow the instructions for "Upload Receipt Images".

I lost my receipt from a previously reimbursed debit card swipe. What do I do if I am asked to substantiate that swipe?

You can send a "replacement" receipt or EOB of an equal or greater amount which shows other eligible expenses that have not been previously submitted for reimbursement. Follow the instructions on the receipt request letter you have received from Acclaris. Mail or fax the letter to Acclaris along with your receipts. Be sure you check the SUBMIT ALTERNATIVE RECEIPT TO OFFSET THIS TRANSACTION box on the letter. If you cannot locate the receipt request letter, you can print a customized form to use from the online portal. To do that:

1. Go to your account at acclaris.participantportal.com and click on "Receipts Required for Debit Card Transactions" under the Actions Needed section.
2. Click on "Customized Fax Coversheet" and choose Option B for the claim you are replacing.
3. Print the prepopulated form and follow the instructions listed for Option B.

How long does it take for Acclaris to process the documentation I provided?

Acclaris will process the documentation within 4 business days of receipt.

How do I know if I have provided everything needed to validate the expense?

You can check by going to the Acclaris web site. You can log in directly with your Acclaris username and password at acclaris.participantportal.com.

Or use your Fidelity username and password to log on to www.gdbenefits.com and take these steps:

1. Select the Health & Insurance tab.
2. Click on "Contact Directory" under Contact Us in the upper right.
3. Scroll down to Other Benefits Plan Carriers.
4. Click on the Acclaris link

Or you can call the Acclaris Customer Service Center at 877-336-5103 Monday through Friday (excluding New York Stock Exchange holidays) between 8:00 A.M. and 8:00 P.M. Eastern time to speak with a Customer Service Representative.

What documents are not acceptable to validate a claim?

Cancelled checks, credit card/bank statements, and/or any pre-determination of services are not eligible forms of substantiations. These documents do not provide the following information - the date of service, the provider name, the amount, and a description of the service.

What happens if the receipts are requested and I do not provide them within the required time period?

You will receive three letters over a period of three months requesting the receipts. If the documentation is not received within 30 days of the last request, Acclaris will consider the claim to be unsubstantiated. The expense will be treated as taxable income, and your card will be turned off so you can no longer use it.

Can I have my card turned back on once it has been turned off?

Yes, there are several ways to have the card reinstated:

1. Provide the requested receipt(s) following the instructions provided previously in the answer to "What should I do if I receive a request for substantiation documentation?"

OR

2. Provide replacement receipt(s) following the instructions provided previously in the answer to "I lost my receipt from a previously reimbursed debit card swipe. What do I do if I am asked to substantiate that swipe?"

OR

3. Repay the outstanding amounts by sending a money order or personal check.

How long does it take to reactivate my card after I have provided the required documentation or repaid the unsubstantiated expense?

Provided that the documentation you send to Acclaris is acceptable (i.e. contains the information needed to validate your transaction such as name, date of service, amount, provider name, and is for eligible expenses that occurred in the appropriate benefit year), your card will be reactivated between 5 and 7 business days after your documentation or payment has been received.

Where can I get answers to other questions I may have such as how to file a paper claim if I don't want to use the debit card, or how reimbursement accounts work?

Call the Acclaris Reimbursement Center toll-free at 1-877-336-5103 Monday through Friday (excluding New York Stock Exchange holidays) between 8:00 A.M. and 8:00 P.M. Eastern Time to speak with a Customer Service Representative.