



TO: Flexible Spending Account Participants

**Welcome!** We are excited that you have elected to participate in the Flexible Spending Account (FSA) Plan.

It is important that you carefully review the information in this memo in order to receive the maximum benefit from the Plan for you and your family.

✓ **Claim & Substantiation Forms**

In order to file a claim for an expense that you did not purchase using your FBA Benefits Card or to respond to a documentation request for a card purchase, you will need to complete and sign a coordinating form. Please visit our website tab for Participant to access the form you need. Each form contains instructions on how to submit your claim for reimbursement.

✓ **FBA Benefits Card**

If elected, you will receive an FBA Benefits Card that can be used to pay for qualified healthcare-related expenses without the need to file a paper-based claim. Your card will be mailed to your home address prior to the start of the Plan year. In addition please be sure to visit our website and log-in to your account to review your account activity at: <https://fba.wealthcareportal.com/>. Do not throw your card away at the end of the Plan year; a new card will be mailed to you prior to the expiration date. All cards have an initial issue date valid for 3 years. If you elect to continue your enrollment in the FSA Plan, your new elections will be placed on your existing card.

✓ **Direct Deposit**

To enroll in Direct Deposit for your FSA reimbursements, please complete a Direct Deposit form. Please visit our website tab for Participant to access the form and follow the form instructions to submit to our office. Reimbursements through Direct Deposit can be made to either a checking or savings account.

✓ **Submitting Claim Forms**

Claims are entered and reimbursements are processed weekly. To submit a claim for reimbursement, complete the proper claim form, attach supporting documentation (itemized receipts or EOB) and submit via e-mail, fax, postal mail, or online. Be sure to keep copies of the claim form and all supporting documentation for your records. In addition please be sure to visit our website and log-in to your account to review your account activity at: <https://fba.wealthcareportal.com/>. You may also submit claims via our online claims reimbursement system.

✓ **Reimbursements**

Please allow 2-3 business days for processing of your submitted claims once they have been received. Reimbursement checks will be sent directly to your home address. Reimbursements made through Direct Deposit are available in your bank account within 1-2 business days after processing. Always verify with your bank that funds are available before making withdrawals.



**Contact Us**

It is our pleasure to assist you with your questions!

**Monday through Friday 8:30 am to 5:00pm EST**

Toll Free **800-437-3539**

Fax Number **757-431-1155**

On the Web [www.flex-admin.com](http://www.flex-admin.com)