



## Participant's Guide to the FlexSystem Claim Card

Congratulations! Your employer has elected the FlexSystem Claim Card feature. By doing so you have been given another tool for submitting your medical expense FSA claims to FlexSystem. Please take the time to read this material and become familiar with the operation of your FlexSystem Claim Card.

### What is the FlexSystem Claim Card?

The FlexSystem Claim Card allows you to pay at the point of service for your eligible Flexible Spending Account (FSA) medical expenses. By using the FlexSystem Claim Card, you eliminate the need to submit your claim by paper, fax or the web. Meanwhile, use of the FlexSystem Claim Card does not prevent you from using the other means available to you for submitting your medical expenses reimbursement claims. We encourage you to continue to submit your claims via [www.accesstasc.com](http://www.accesstasc.com), by fax (to 1-608-245-3623) or by mail, using your FlexSystem Reimbursement Form.

### Where Can the FlexSystem Claim Card Be Used?

The FlexSystem Claim Card looks like a typical debit card, but is only accepted for eligible *medical expenses*. You can use your medical FlexSystem Claim Card at locations such as the doctor's and dentist's offices, pharmacies, and vision service locations.

You must maintain supporting records and documentation of your FlexSystem Claim Card transactions to validate the expense type and the amount charged. In some cases, FlexSystem may require additional information or documentation regarding your FlexSystem Claim Card transaction. You are obligated to submit your receipts and/or any other related claim documentation as deemed necessary to substantiate the claim. Failure to submit the requested documentation may result in denied payment and/or the immediate suspension of the card.

### How is the Card Issued?

The FlexSystem Claim Card will be mailed directly to you at the address on record for your FlexSystem Plan. Please read the enclosed Cardholder Agreement carefully prior to using the FlexSystem Claim Card. The FlexSystem Claim Card will be activated upon your first usage of the card. You need take no additional steps to activate your card.

### How Can I Replace a Lost or Stolen FlexSystem Claim Card?

To report a lost or stolen FlexSystem Claim Card, you must immediately notify FlexSystem, in writing. The lost card will be cancelled, and a new card will be promptly issued to you.

### Additional Questions?

Contact FlexSystem Client Services (at 1-800-422-4661; press 8) with any additional questions.

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