INSTRUCTIONS FOR USING YOUR BENEFITS CARD

- Use the attached Request for Reimbursement (RFR) forms when 1) filing expenses to be reimbursed and 2) filing the requested paperwork after using your Benefit Card (you will receive a letter or e-mail when paperwork is required, on a swiped expense).

- Required: You must indicate at the top of this form whether you are submitting receipts for an expense paid with your Benefits Card or whether you paid for this expense out-of-pocket and are anticipating a reimbursement check or direct deposit. Any form that does not have an indication of this will be treated as debit card.

- Please DO NOT combine both Benefit Card and Manual Claim receipts on the same RFR form. If so, we will be required to return the expense(s) unpaid with a request for correction.

- As mentioned above, occasionally you will be required to remit paperwork for expenses paid for by the Benefits Card (exempted pharmacies and non-copay medical providers). If so, you will receive a letter or e-mail, but only when paperwork is due. If requested, please send a copy of your debit card itemized swipe receipt along with valid documentation (see the back of the Request for Reimbursement form for proper and required documentation).

- In addition to the first letter/e-mail notice (within 48 hours of the swipe), you will also receive a courtesy letter/e-mail (approximately 25 days after the original date of the expense). This letter/e-mail will notify you that the claim is approx 30 days old and that you have approx 30 days remaining to remit the required paperwork.

- Lastly, if the claim is not verified within 60 days of the original expense date, your card(s) will be automatically deactivated as required by IRS ruling.

- When using your card, remember that you cannot use it to payoff prior balances. The card is to be used at the time the expense is incurred. If you have a prior balance to be paid, pay out of pocket and remit proper documentation for manual reimbursement.

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