



SASMI HCRA Benefits Card FAQ

1. What is the SASMI HCRA Benefits Card?

The SASMI HCRA Benefits Card is a special-purpose Visa® card that gives you an easy, automatic way to pay for eligible health care/benefit expenses. The Card lets you electronically access the pre-tax amounts set aside in your HCRA account.

2. How does the SASMI HCRA Benefits Card work?

The value of your account is stored on the SASMI HCRA Benefits Card. When you have eligible expenses at a business that accepts benefit debit cards, simply use the Card. The amount of the eligible purchases will be deducted – automatically – from your account and electronically be transferred to the provider/merchant for immediate payment.

3. How does the SASMI HCRA Benefits Card change how I am reimbursed for expenses?

Before the SASMI HCRA Benefits Card became available, participants had to pay for their eligible expenses at the time of purchase, submit claim forms along with all receipts, and then wait for the reimbursement to be processed. An ACH was created and SASMI sent the approved amounts to participants.

However, with the SASMI HCRA Benefits Card, you will simply swipe the Card and the funds will be automatically deducted from your account for payment. The Card eliminates most out-of-pocket cash outlays and paperwork, as well as the need to wait for reimbursements.

4. Is the SASMI HCRA Benefits Card just like other Visa® Cards?

No. The SASMI HCRA Benefits Cards is a special-purpose Visa Cards that can be used only for eligible health care/benefits expenses. It cannot be used at gas stations or restaurants. There are no monthly bills and no interest on charges made when using this Card; it will just deduct an amount equal to the expense from you HCRA balance.

5. How many SASMI HCRA Benefits Cards will I receive?

You will receive two (2) Cards. If you would like additional Cards for other family members, contact SASMI at the telephone number (703-739-7250) or website address (www.sasmi.org) printed on the back of the Card. There will be a \$5.00 charge for additional and replacement Card. This fee will be deducted from your HCRA account balance.

6. Will I receive a new SASMI HCRA Benefits Card each year?

No. You will not receive a new Card each year. Your Card is valid for three (3) years. At that time, you will receive a new card

7. What if the SASMI HCRA Benefits Card is lost or stolen?

Participants should call SASMI at the telephone number or website address printed on the back of the Card. Report a Card lost or stolen as soon as you realize it is missing, so SASMI can turn off your current Card(s) and issue replacement Card(s). There will be a \$5.00 fee for replacement cards.

8. How do I activate the Card?

When you receive your Card, you will be required to call the toll-free number on the activation sticker on the front of the Card or visit the web site on the back of the Card. **Because the Card holds your entire HCRA balance, we highly recommend creating a PIN number when activating your account.**

You can use both Cards once the first Card is activated – you do not need to activate both. Please wait one business day after activation to use your Cards. Each Card user should sign the Card with his or her own name.

9. What dollar amount is on the SASMI HCRA Benefits Card when it is activated?

Again, your full HCRA balance is on your Card. For this reason, **we highly recommend creating a PIN when activating your Cards.**

10. Where can I use the SASMI HCRA Benefits Card?

IRS regulations allow you to use your SASMI HCRA Benefits Cards in participating pharmacies, mail-order pharmacies, discount stores, department stores, and supermarkets that can identify FSA/HRA-eligible items at checkout and accept benefit prepaid cards. Eligible expenses are deducted from the account balance at the point of sale. Transactions are fully substantiated, and in most cases, no paper follow-up is needed. Repeat, in most cases. You should retain **ALL** paper receipts for a period of at least one (1) year.

You may also use the Card to pay a hospital, doctor, dentist, or vision provider that accepts prepaid benefit cards. **Just because your Card is accepted does not mean it is a valid claim.** Transactions that cannot be auto substantiated will require a paper follow-up. **If your documentation cannot validate a claim, you will be responsible to refund SASMI the amounts deducted.**

11. Are there places the SASMI HCRA Benefits Card won't be accepted?

Yes. The Card will not be accepted at locations that do not offer the eligible goods and services, such as hardware stores, restaurants, bookstores, gas stations and home improvement stores.

Cards will not be accepted at pharmacies, mail-order pharmacies, discount stores, department stores, and supermarkets that cannot identify HRA-eligible items at checkout. The Card transaction may be declined. *All of the major stores will accept the Card as payment (ie. CVS, Walgreens, Costco)

12. If asked, should participants select "Debit" or "Credit"?

If you have elected to use a PIN (Personal Identification Number) (**AGAIN, WE HIGHLY RECOMMEND YOU DO**) with their SASMI HCRA Benefits Card, you should select "Debit" and enter the PIN when

prompted. If you are not using a PIN, you should select "Credit" and will be asked to sign for the benefit card purchase. You cannot get cash with the SASMI HCRA Benefits Card.

13. How does the Card work in participating pharmacies, discount stores, department stores, and supermarkets?

- Bring prescriptions, vision products, eligible OTCs and other purchases to the register at checkout to let the clerk ring them up. (Please note: The list of eligible OTC items changed per the Patient Protection and Affordable Care Act of 2010.)
- Present the Card and swipe it for payment.
- If the Card swipe transaction is approved (e.g., there are sufficient funds in the account and at least some of the products are HRA-eligible), the amount of the HRA-eligible purchases is deducted from the account balance and no receipt follow up is required. The clerk will then ask for another form of payment for the non HCRA -eligible items.
- If the Card swipe transaction is declined, the clerk will ask for another form of payment for the total amount of the purchase.
- The receipt will identify the HRA -eligible items and may also show a subtotal of the HRA -eligible purchases.
- **In most cases**, you will not receive requests for receipts for HCRA -eligible purchases made in participating pharmacies, discount stores, department stores, or supermarkets but **we still recommend you save your receipts.**

14. Why do you need to save all of their itemized receipts?

You and their other eligible users should always save itemized receipts for HRA purchases made with the SASMI HCRA Benefits Card. You may be asked to submit receipts to verify your expenses comply with IRS guidelines. Each receipt must show: the merchant or provider name, the service received, or the item purchased the date and the amount of the purchase. The IRS requires that every card transaction be substantiated. This can occur through automated processing as outlined by the IRS. If the automated processing is unable to substantiate a transaction, the IRS requires that itemized receipts must be submitted in order to validate expense eligibility.

When requested you can submit receipts via and online web portal (you will have to upload an image to your computer), our mobile app (you can take a picture with your phone and submit a copy) , or via the US mail to the SASMI office.

15. May I use the SASMI HCRA Benefits Card prior to activating the Card?

No. The Card must be activated. In some cases, you need to wait 1 business day after activating the Card to make any purchases. For example, if the Card is activated on Tuesday, a prescription can be ordered and picked up on Wednesday.

16. May I use the SASMI HCRA Benefits Card if they receive a statement with a Patient Due Balance for a medical service?

Yes. As long as you have money in your account for the balance due, the services were incurred within the past 24 months, and the provider accepts prepaid benefit debit cards; participants can simply write the Card number on their statement and send it back to the provider. These types of transaction will require substantiation via the online portal, our mobile app, or via the US Mail.

17. Sometimes you will be asked for the CVV when paying the balance due or when placing an order by phone or online. What is this and where is it found?

CVV stands for “Card Verification Value.” It is a 3-digit number that can be found on the back of the card to the right of the signature panel.

18. How do I know how much is in my account?

Visit your personal Account Summary page by going to www.sasmi.org and clicking the link to “Retiree HCRA”. Here you can view your account activity and current balance. You should always know your account balance before making a purchase with the Card.

19. What if I have an expense that is more than the amount left in their account?

When incurring an expense that is greater than the amount remaining in your account, you may be able to split the cost at the register. (Check with the merchant.) For example, you may tell the clerk to use the SASMI HCRA Benefits Card for the exact amount left in the account, and then pay the remaining balance separately. Alternatively, you may pay by another means and submit the eligible transaction manually via a claim form with the appropriate documentation via our web portal, mobile app or US Mail.

20. What are some reasons that the SASMI HCRA Benefits Card might not work at point of sale?

The most common reasons why a Card may be declined at the point of sale are:

- The Card has not been activated.
- The Card has been used before the 24-hour period after activation is over.
- You have insufficient funds in your account to cover the expense.
- Non-eligible expenses have been included at the point-of-sale. (Retry the transaction with the eligible expense only.)
- The merchant is encountering problems (e.g. coding or swipe box issues).
- The pharmacy, discount store, department store, or supermarket cannot identify HCRA eligible items at checkout according to IRS rules.

21. Whom do I call if I have questions about the SASMI HCRA Benefits Card?

Contact SASMI at the telephone number (703-739-7250) or website address printed on the back of the Card (www.sasmi.org).

22. How will I know to submit receipts to verify a charge?

You will receive a letter or email notification from SASMI if there is a need to submit a receipt. All receipts should be saved per the IRS regulations. Failure to submit a receipt **WILL** result in a suspension of your account.

23. What if I fail to submit receipts to verify a charge?

Again, if you fail to submit a receipt as requested to verify a charge made with SASMI HCRA Benefits Card, then the Card **WILL** be suspended until receipts are received. Finally, just because your Card is accepted it does not guarantee it's a valid expense. You will be required to repay the amount of any expense that cannot be substantiated.