

# Flexible Spending Account (FSA) FAQ

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## 1 What is a grace period and run out period and when does that expire?

A grace period is the final service date that you can use your funds through.

A run out period is the time you must submit your expenses for reimbursement.

You have until 3/15/2020 as a final service date (grace period) and until 6/30/2020 to submit your expenses (runout period).

## 2 How can I submit my claims?

Claims can be submitted online through your Consumer Portal, through the mobile application, or by manually submitting a claim form. You can find more information regarding these methods on our website here.

## 3 What is substantiation?

Essentially a detailed receipt or an Explanation of Benefits (EOB/Claim Activity Statement from an insurance carrier). Because FSAs elections reduce your taxable income, the IRS requires that we make sure you spend your FSA funds on eligible expenses only. To confirm that an item is eligible, there are some things we have to know and these are almost always found on detailed receipts or EOBS.

The information we need to see is:

- Provider
- Date of Service
- Patient
- Expense
- Your out-of-pocket cost

Note that we can't accept cancelled check, "balance forward" invoices or credit card receipts as they don't provide the information we need.

## 4 Do I always need to submit a receipt or EOB when I file a claim for reimbursement?

Yes. The only exception is if it is a recurring expense that you have previously submitted approved substantiation for and informed us the expense will be recurring (meaning the dollar amount and the provider are an exact match).

## 5 What happens if I don't spend all my money?

Because the IRS allows you have the money tax free, the regulations state that unspent funds can't be returned to you.