

Blue Cross and Blue Shield of Alabama, in affiliation with Preferred Care Services, Inc., is pleased to offer as an option to the administration of Flexible Spending Accounts – **The Preferred Flex Card.**

The flex card is not just another credit card! It is a card that provides instant access to the pre-tax funds available in your Health Flexible Spending Account (FSA).

The Preferred Flex Card may be used at authorized merchants and health care providers that accept MasterCard® for eligible products or services, which are reimbursable under your Health FSA. Rather than paying out of pocket and waiting for reimbursement, you will now be able to utilize the card to pay for qualified expenses. The flex card will pay the provider or merchant directly from your Health FSA utilizing the MasterCard® network.

Preferred Blue
Accounts
More Choices for Consumers

Here's how it works:

1. Enroll in a Preferred Health FSA during open enrollment.
2. Your Preferred Flex Card will be mailed to you at the beginning of the plan year. It is not necessary to activate the card before using it – it is automatically activated the first time you have a card transaction.
3. When you incur an eligible expense (such as an office visit copay or vision care expense) at a qualified provider, you can pay the provider with your flex card. Examples of qualified providers include:
 - Hospitals
 - Home Health Care Providers
 - Vision Providers
 - Pharmacies
 - Physicians
 - Durable Medical Suppliers
 - Dentists
4. When using the flex card at self-service merchant terminals, select the “credit” option. DO NOT select “debit” since no PIN is associated with this card.

The flex card is intended for, and restricted to, use for eligible services and/or purchases associated with a Health FSA, as governed by the Internal Revenue Service in conjunction with flexible spending accounts and all federal and state laws relative to those accounts.

The IRS requires substantiation of all transactions paid for with the flex debit card. If you participate in the UAB Blue Cross, Viva UAB, or Viva Access medical plans, Blue Cross will make every effort to validate your medical and pharmacy transactions automatically using their out of pocket claims data from an electronic file from UAB. The data from these sources allows Blue Cross to substantiate your Health FSA claims according to the IRS regulations as long as the out of pocket costs on the file match the charge incurred by the flex debit card.

Take advantage of this benefit and enjoy easy access to your Health FSA!

The choice is yours —

Blue Cross understands everyone may not want to utilize the Preferred Flex Card. For this reason, UAB has partnered with Blue Cross to offer the traditional administration method. You must call Customer Service to have your Preferred Flex Card deactivated and activate the traditional method. Under this method, if your medical/pharmacy insurance is with UAB, your out of pocket expense will automatically apply to your Health FSA. If you choose not to use the Preferred Flex Card, just call Blue Cross customer service to activate the traditional method.

If you have medical, dental or secondary coverage with another carrier, outside of UAB, you must file a Request for Reimbursement form with appropriate documentation about the services rendered and what the other carrier paid in benefits.

Questions and Answers

What are the advantages of a Preferred Flex Card for me?

The Preferred Flex Card reduces the traditional hassles of Health FSAs such as filing claim forms, double out of pocket expenses and waiting for reimbursement checks. The card may be used wherever MasterCard® is accepted for unreimbursed health care expenses such as: office visit copays, hospital deductibles, prescription copays, vision care services, dental expenses and more.

How do I get the flex card?

Enroll in the Preferred Health FSA through your employer. You will receive your flex card in the mail at the beginning of the plan year.

How does my Preferred Flex Card work?

Your flex card allows you to access the entire amount of your annual election for your Health FSA so you can begin using it right away for eligible expenses. Therefore, you will no longer be paying out of pocket, filing claims or waiting for reimbursement for those expenses.

What if I owe the provider more than I have available in my Health FSA?

The card will be declined if 'swiped' for MORE than your available balance. Just ask your provider to 'swipe' the card for your available balance and pay the difference out of pocket (with taxed income). You may check your available balance at www.bcbsal.com or call 1 800 213-7930.

What happens if my card is lost or stolen?

If your card is lost or stolen, report it within 48 hours by contacting Blue Cross and Blue Shield of Alabama online at www.bcbsal.com or by phone at 1 800 213-7930. A replacement card will be sent to you.

May I access my Health FSA without the card?

Yes, if your provider or merchant does not accept MasterCard® or you elected not to use your flex card, simply pay for your expenses and submit a Request for Reimbursement form for the eligible expense. This can be done by mail or fax to:

**Blue Cross and Blue Shield of Alabama
Benefits Service Center
P.O. Box 11586
Birmingham, AL 35202-1586
Birmingham Area Fax: 205 220-7991 • Toll Free 1 877 889-3610**

Will I still need to keep my receipts?

Yes, the IRS requires that we validate each flex card transaction. In most cases, we will use our claims data to accommodate this requirement. If we do not have the claims data or if the transaction cannot be validated, you will be required to provide documentation with receipts. Failure to submit the documentation/receipts can result in the expense being labeled as "ineligible". In this case, you would be obligated to repay the amount to the Plan. It can also result in deactivation of your card.

Can I use my flex card for Dependent Care Account reimbursements?

No, the flex card is not currently offered in conjunction with the Dependent Care Account.

Where can I find the "Terms and Conditions" for use of the flex card?

The "Terms and Conditions" for use of the flex card are outlined on the cardholder agreement that will accompany your

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