



# MEDICAL

## FLEXIBLE SPENDING ACCOUNT

THE MEDICAL FLEXIBLE SPENDING ACCOUNT (FSA) CAN REIMBURSE YOU FOR ELIGIBLE EXPENSES YOU OR YOUR ELIGIBLE DEPENDENTS HAVE INCURRED WHICH ARE NOT PAID BY YOUR EXISTING HEALTH CARE PLAN.

### YOUR STEPS TO SAVINGS!

**1 REALIZE THE TAX SAVINGS**  
You can set aside pre-tax money into an account to be reimbursed for eligible expenses. Savings will depend on your tax bracket. For example, if you are taxed at 25% and you enroll for \$2,500 you would save \$625 in taxes.

**2 ESTIMATE YOUR EXPENSES**  
Plan for your upcoming expenses and include your spouse and dependents, if eligible. A brief list of expenses can be found to the right. As well, a comprehensive list of expenses and an expense worksheet can be found at [www.flores247.com](http://www.flores247.com).

**3 ENROLL AND MANAGE YOUR ACCOUNT**  
Contact your Human Resource Department to find out how to enroll for this benefit. Flores will mail a custom Participant ID number to your home address to help you manage your account. Contact information can be found on the back of this flyer.

### ELIGIBLE EXPENSES

- Medical co-payments, co-insurance and deductibles
- Routine well visits
- Prescription expenses
- Vision expenses (including eye exams, eyeglasses and contact lenses)
- LASIK surgery
- Dental expenses (excluding cosmetic procedures)
- Orthodontia payments
- Hearing expenses
- Prescribed over-the-counter items (Due to the passage of Healthcare Reform, OTC drugs and medicines require a prescription from a health care provider.)

# MEDICAL FAQs

## FREQUENTLY ASKED QUESTIONS

### HOW CAN I FILE CLAIMS?

You may file your claims at any time during the plan year, but they must be postmarked by the claims deadline indicated on your current plan year claim form. If you fax, upload or use e-receipts, it must be received by midnight EST on the annual claims deadline indicated on your current plan year claim form.

### WHAT MUST BE INCLUDED ON RECEIPTS?

All receipts for reimbursement must include the following information: Date of service, Description of Service, Out-of-Pocket Cost, Provider Name and Patient Name.

### WILL I HAVE A DEBIT CARD?

Possibly. If your plan offers the debit card, you can use your "Benny Card" at the point of purchase, just remember to keep all of your receipts in case they are requested for review.

### DO I NEED TO RE-ENROLL IN THE MEDICAL FSA EACH YEAR?

Yes, you must re-enroll with each new plan year. Elections do not rollover from year to year.

### WHEN WILL I HAVE ACCESS TO THE FUNDS IN MY MEDICAL FSA?

After your first Medical FSA contribution to the plan, you will have access to the total amount you have elected for the plan year, regardless of the balance in your flexible spending account.

### HOW WILL REIMBURSEMENTS BE ISSUED?

Reimbursements will be mailed as a live check to your home address. If you would like to have your reimbursement issued as a direct deposit, you may add your direct deposit information on the participant website ([www.flores247.com](http://www.flores247.com)) or submit a completed Direct Deposit Information Form. If your plan offers the debit card, you may use this card at the point of purchase.

### CAN I CHANGE MY ELECTION DURING THE PLAN YEAR?

You may only change your annual election during the plan year if you have a qualifying status change event. You must notify your employer within 30 days of any status change event in order to change your election. See the Allowable Status Changes Guide on our website ([www.flores247.com](http://www.flores247.com)) for further information.

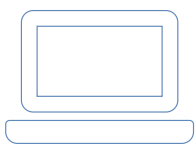
### CAN I SUBMIT MY SPOUSE'S / DEPENDENT'S MEDICAL EXPENSES TO MY MEDICAL FSA?

Regardless of who is covered on your medical insurance, the Medical FSA may reimburse expenses for your spouse, if you file jointly on your federal tax return, or any qualifying tax or adult dependent.

### WHAT HAPPENS TO MY MEDICAL FSA IF I TERMINATE FROM THE COMPANY?

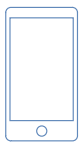
Any expenses submitted for reimbursement must be incurred prior to your termination date or the benefit end date specified by your company. Claims must be submitted prior to the claims filing deadline for the plan year during which you terminated. In addition, you may be eligible to continue your participation in the Medical FSA through the election of COBRA. Please contact your Human Resource Department for further information.

## HOW DO I OBTAIN MY ACCOUNT DETAILS?



### WEBSITE

Visit [www.flores247.com](http://www.flores247.com) and log in using Participant ID or User Name and password



### MOBILE WEBSITE

Visit our mobile website at [m.flores247.com](http://m.flores247.com)



### INTERACTIVE VOICE SYSTEM

Dial 800.331.9610 or 704.333.6890  
Enter your Participant ID when prompted by the system

## HOW DO I SUBMIT DOCUMENTS TO FLORES?

### ONLINE

Visit [www.flores247.com](http://www.flores247.com) and upload scanned documents securely

### MOBILE

Download e-receipt app. Available for Apple or Android devices

### MAIL

Flores & Associates, LLC  
PO Box 31397  
Charlotte, NC 28231

### FAX

704.335.0818 or 800.726.9982

**CUSTOMER SERVICE 1.800.532.3327**