

## Optum Bank payment Mastercard<sup>®</sup>

Your flexible spending account (FSA) or health reimbursement account (HRA) with Optum Bank includes a Optum Bank payment Mastercard<sup>®</sup>.

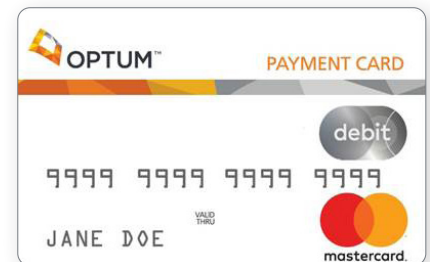
The Optum Bank payment Mastercard<sup>®</sup> is a fast and convenient way to pay for eligible medical expenses without submitting paper claim forms. Use it at the pharmacy, pay at the doctor's office or write your payment card number on your provider bill. Just remember to keep your receipt, because transactions may have to be validated or substantiated per IRS guidelines.

### How are cards processed?

- If you use the Optum Bank payment Mastercard<sup>®</sup> at an IIAS approved pharmacy, the eligible prescriptions should be automatically substantiated. The IIAS approved pharmacy list is available at: <https://www.sig-is.org/>. Vendors like Wal-Mart, Target, Walgreens and CVS are all approved vendors. You can spot these pharmacies when your receipt has FSA/HRA eligible items marked on it.
- Optum Bank may have received copay information based on your employer's medical, dental, and vision plan. These copay amounts will automatically substantiate payment card transactions at doctor's offices and medical facilities. No documentation is required for these expenses.
- Any purchases that do not fall in the above mentioned situations will be subject to additional substantiation requirements.

### How will I know if I need to submit a receipt to Optum Bank?

- You will receive a notification from Optum Bank within 7 business days letting you know that a receipt is needed. A second notification will be sent at 30 days.
- If a purchase cannot be substantiated or does not meet eligibility requirements, Optum Bank will ask for the funds to be returned and will credit your plan. The information on how to do this is included in the communication that you will receive.
- If no response is received from you within 45 days, your card will be deactivated to ensure compliance with IRS requirements. During this time, you cannot use your Optum Bank payment Mastercard<sup>®</sup> but you can continue to file manual claims. In order to reactivate your card, you will either need to submit correct documentation or repay the expense.



### What information is required by the IRS on a receipt?

- Date of service
- Type of service (prescription, copayment, dental etc.)
- Name of the provider and name of individual serviced
- Cost of the item or service
- Tip: An Explanation of Benefits meets these IRS requirements.

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### Questions?

Call **1-800-243-5543** to speak to a highly trained account representative.

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