

The WageWorks Health Care Card

Making Saving Convenient

Dear Participant,

WageWorks offers you the ultimate in convenience with its “swipe and go” WageWorks Health Care Card. But, like many things, the Card comes with its own set of unique rules and responsibilities. Knowing a little bit about the Card and how it works can help you unlock its full potential. The following tips and information should give you the foundation you need. We hope you find it valuable as you familiarize yourself with your Card and account.

How the Card Works

The Card makes funds immediately available to you for payment of eligible medical services, goods and prescriptions at health care providers, pharmacies and drugstores. You can also use your Card to pay for eligible over-the-counter (OTC) items at grocery stores, supermarkets, discount stores, wholesale clubs, convenience stores and online pharmacies that have an Inventory Information Approval System (IIAS) in place. (See the online FAQ or go to www.wageworks.com/iias for more information). IIAS is new for 2008 and enables merchants to verify eligible purchases at the register, eliminating the need for you to submit receipts to verify your purchases. Go to www.sig-is.org for the most up-to-date list of IIAS certified merchants.

When you use your Card for an eligible item or service, the money is taken directly from your account, so there’s no need to submit paper receipts or be reimbursed. And since most of your transactions can be verified at checkout, you’ll just need to save your receipts for the IRS, and your records.

Why Some Eligible Card Transactions May Still Need to Be Verified

Even though your Card purchase is with a Health Care merchant or a merchant that sells FSA eligible items or service, in some instances, the IRS will still require you to submit a receipt to us for verification. The most common examples are when you use the Card at the hospital, dentist, or for a medical co-insurance expense. We need to verify the receipt per the IRS to ensure that the Card was used to pay for FSA eligible services.

Learn Where the Card Is Accepted before You Shop for Prescriptions and Eligible Over-the-Counter Items

Because of IIAS you no longer have to submit receipts for eligible purchases, but in order for you to use your Health Care Card at a non-health care merchant, the merchant must have an IIAS system in place.

Before shopping at non-healthcare merchants, we recommend that you review the frequently updated list of IIAS participating merchants provided by the Special Interest Group for IIAS Standards (SIGIS) at <http://www.sig-is.org>.

Activate Your Card Today!

Your WageWorks Health Care Card adds a whole another level of convenience to your FSA. But, you can’t take advantage of everything the Card has to offer, if you don’t activate it. Follow the instructions that came with your Card to activate it today.

The WageWorks Health Care Card Quick Facts

- ▶ Use your Card for copays, coinsurance, prescriptions, deductibles, orthodontia, vision care, and hundreds of over-the-counter items.
- ▶ WageWorks can verify many of your copay, prescription, and recurring expense transactions after the sale without any further action by you.
- ▶ For best results, use the Card only at pharmacies and drugstores (health care merchants) that are participating IIAS merchants.
- ▶ Non-health care merchants (supermarkets, grocery stores, wholesale clubs, online pharmacies, and convenience stores) must be participating IIAS merchants to accept the Card. (For a complete list, please go to www.sig-is.org.)
- ▶ Save your receipts.
- ▶ Although technically a debit card, always select the “Credit” option at the register — There is no PIN associated

Also note that your Card will continue to be accepted at health care merchants, such as doctor's offices and pharmacies. But, since many of those merchants will not be IAS certified, it is likely that you will be asked to submit receipts to verify those Card transactions.

Know When to and When NOT to Use the Card for over the counter items

WageWorks and its partners have worked hard to make your Card easy to use at health care providers, participating IAS merchants, and pharmacies. In many instances, the partnerships we've established help us verify prescription transactions after the sale. When receipts are requested ([see Card process graphic for more detail](#)), it is usually after a purchase at a nonparticipating IAS health care merchant that sells both eligible and ineligible OTC items along with prescription medications. Also, there are just some expenses that the IRS does not allow us to automatically substantiate.

You will be able to use the Card at a doctor's office, pharmacy, drugstore, hospital dentist, etc, but in some cases, because we can't or are not allowed to automatically substantiate, you will need to submit your receipts for verification. For best results, pay for prescriptions with your Card. Use another form of payment and submit receipts for reimbursement via Pay Me Back for all other eligible items.

Carefully Review Your Account Statements

Your periodic account statement details any transactions requiring receipt or repayment. The best way to avoid any potential problems is to review your statement or access your account online for unverified Card purchases. The "Card Transaction" section shows all Card transactions that are not yet verified, and explains your options for resolving these. Plus, you can always visit <https://www.wageworks.com> for the most up-to-date information on your account. If you do not supply the proper documentation or pay back the account after 90 days from the transaction date, we will deduct the amount that is unverified from the next Pay Me Back reimbursement check.

Quickly Resolve Outstanding Card Transactions

Keep your Card and account in good standing by quickly resolving any unverified Card transactions. Unverified Card transactions can be resolved in one of three ways: you can submit a copy of the original detailed receipt; submit an equivalent receipt for an eligible purchase not made with the Card; or, you can repay your account for the outstanding unverified amount. Or you can do any combination of the above. If you do not resolve your outstanding unverified transactions within 90 days, future PMB claims will be applied towards the unverified transactions and/or your Card privileges may be suspended. [Click here](#) for more information on the Card Use Verification (CUV) process and for detailed instructions of how to resolve an unverified transaction.

What to Do If Your Card Is Suspended

As you may recall from the Card agreement, your Card and account is subject to the Card Suspension Rule. The Card Suspension Rule applies to any Cardholder who carries unverified transactions for 90 days from the original Card transaction date. The Rule takes effect when your outstanding unverified transactions equal 50% or more of your account balance*. If we do not receive a copy of a receipt or repayment within 90 days of the transaction, we may suspend your Card until you are able to verify that the transaction was eligible.

If your Card is suspended, simply follow the CUV instructions provided in your account statement ([or click here for detailed instructions](#)). Once we receive the required information and documentation, we will quickly adjust the Card transaction to "verified" and reinstate your Card.

Save Your Receipts

with the Card.

- ▶ 24-hour Account Access
- ▶ The Card does not allow access to cash or ATM.

By law, WageWorks is required to verify the eligibility of all purchases made with the Card. Many Card transactions will be verified at the point of purchase with IIAS, or later through our post-transaction process. If, however, we are unable to determine whether a transaction was for an eligible health care product or service, we will need you to submit a detailed receipt to verify your purchase.

*If your employer selected the card suspension feature, they may have selected the 50% or another %. Check with your employer.
