

## **FAQ'S about the Benny Card**

### **Where can I use my Benny Card?**

Examples include: pharmacy, doctors office, dental and vision providers, hospitals and other health care providers.

### **Why do I have to save my paperwork?**

IRS has regulations require us to verify if the purchase is eligible in your Flexible Spending Account.

### **Do I send in my Benny Card paperwork with a Request for Reimbursement?**

No, please wait until you receive a Receipt Request in the mail from Manley Services. This letter will show you what purchase is being 'audited'. If you do not receive a Receipt Request, then you do not need to do anything. There are some instances where your health insurance information is on file, and if your card swipe matches what we have, then you should not be required to send in documentation.

### **Whose name is on the cards?**

Two cards are sent and they will both be printed with the participant's name. Cards cannot be issued with spouse and dependent names. The spouse or dependent that will be using the second card should sign on the back.

### **Are there places the Benny Card won't be accepted?**

Yes. Examples include: Costco, department store, hardware stores, restaurants, bookstores, gas stations and home improvement stores.

### **If asked, should I select "Debit" or "Credit"?**

The Benny Card is actually a stored-value Card. But, since there is no "stored value" selection available, you'll select Credit. You do not need a PIN# and you cannot get cash back with the Benny Card.

### **Can I use my Benny Card for prescriptions ordered, prior to activating my Benny Card?**

Sorry, but your Card must be activated prior to the order or purchase date of your prescriptions. You need to wait two business days after activating your card to purchase prescriptions at your pharmacy with your Benny Card.

### **Can I use the Benny Card if I receive a statement with a Patient Due Balance for a medical service?**

Yes, as long as the expense is incurred in your eligibility period and, as long as you have money in your account for the balance due, simply write the Benny Card number on your statement and send it back to the provider.

### **How do I know how much is in my account?**

You can visit your Account Summary page at [www.bennycard.com](http://www.bennycard.com) and view your account activity and current balance. Or, you can call Manley Services at the phone number on the back of your Card to obtain your current balance. It's a good idea to know your account balance before you make a purchase with the Benny Card.

### **What if I have an expense that is more than the amount left in my Account?**

By checking your account balance often – either online or by calling Manley Services – you will have a good idea of how much is available. When incurring an expense that is greater than what is remaining in your account, you can split the cost at the register. For example, tell the clerk you wish to use Benny for the exact amount left in your account, and then pay for the remaining balance separately. Alternatively, you may submit the qualified transaction manually via a Request for Reimbursement form with the appropriate documentation to Manley Services.

### **What are some reasons my Benny Card might not work at point of service?**

- Your card has not been activated.
- You have insufficient funds remaining in your account.
- Your address is not up to date.
- The merchant is encountering problems (e.g. coding or swipe box issues)

### **What if I lose my Benny Card or need another one?**

You can request a replacement Card through Manley Services. A replacement Card is \$10, which will be deducted directly from your account.

### **Do I need a new Benny Card each year?**

Your cards are good to use for 5 years, if you chose to stay enrolled in the Flexible Spending Account with Manley Services.