

How to Substantiate a Debit Card Transaction

When you swipe your Benefits Debit Card for a medical expense, the money is taken directly from your account and the merchant is paid. Most of the time, no further action is required; however, because the cards cannot determine the eligibility of all medically necessary expenses, the IRS requires further review of the expense. For this reason, you may receive an email or letter from our office asking for documentation.

If you receive an e-mail from **noreply@glynn.info** or a letter, you have two (2) options to substantiate your debit card transactions:

- 1) If you received a letter, you can fax or mail the required documentation along with the letter to GGA. Do not send a Reimbursement Request form with your documentation!
- 2) If you received an email, login to your account at <https://glynn.info>. Click the **Upload Receipts** option located under the **Accounts** tab on the menu bar or view the **Document Submission Required** window on right side of the homepage. Locate the transaction requiring documentation and click **Add Receipt** to upload your documentation to GGA.
- 3) If you are unable to locate requested documentation, you can send claims that have not been submitted before as a replacement for non-substantiated debit card purchases.

Emails will be sent to you asking you to login to your account to view time sensitive information regarding Benefit debit card purchases. These messages can be viewed on the lower left side of your homepage under **Messages**. The communication can be printed and faxed to GGA with the proper documentation. Keep email address updated in the **Personal Information** page located in the **My Info** tab at top of the page.

When we receive proper documentation, the card purchases under review will be "cleared" from your account. If you do not respond to the emails, your card will be suspended until proper documentation is received by our office.

Card swipes that are not valid will need to be paid back to the plan. We will work with you to get the transaction resolved quickly to avoid any interruption in benefits. Remember, the merchant has been paid by funds that were covered by your employer, so quick action will need to be taken after expenses are deemed ineligible.