

FSA Helpful Hints

- Please make sure to keep your mailing address and email address current with our office.
- In order to expedite claims processing, we request that you submit your claims online or fax your claims to (844) 859-7308. When submitting your claims, please make sure that all required information is legible.
- Due to the heavy volume of claim requests around the end of the year, we suggest you that you send your reimbursement requests earlier than normal to ensure that you will receive your reimbursement(s) prior to the holiday season.
- Remember the Cafeteria Plan is an Internal Revenue Service (IRS) approved program, and GGA is required to follow the IRS regulations. When submitting a claim, we must receive proper documentation showing us:
 - (1) date of service
 - (2) the provider of services
 - (3) the procedure that was performed
 - (4) who the procedure was for
 - (5) the amount of the procedure

We cannot pay from a previous balance or paid receipt. An Explanation of Benefits (EOB) or Itemized Statement are good examples of acceptable documentation. Providing a pharmacy printout of prescriptions that have been filled is also an acceptable and time-saving form of documentation.

- **Benefit Card Holders:** You can use your FSA Benefits Card to pay for doctor visits, vision care, dental care, hospitals, and pharmacy expenses. Make sure to save the Explanation of Benefits (EOB) from your insurance carrier or the Itemized Statement of expenses from the health care or dental provider. If you receive an email from *noreply@glynn.info* asking for documentation, simply print the email and send with required documentation. The email gives you several options of how to send this information to us. Failure to do so may cause your card to be suspended or require you make a repayment to your Cafeteria account. Please note, no credit card receipts will be accepted.
- You can access updated forms and educational resources at our website, <https://glynn.info>, as well as login to your Cafeteria Plan (FSA) account.