



FLEXIBLE SPENDING ACCOUNT

Customer Service 800-720-4460 Option 1
Website <http://www.teamcornerstone.com/polk/>

FAQ's



Q. Do I choose debit or credit at the credit card terminal when I use my card?

A. The FlexSystem Benefits Card is a signature-based card and should be swiped as a credit card at the terminal. There is no PIN number associated with the card.

Q. How can I use my card if I receive a bill from a provider at home?

A. Simply write your card number in the space provided on the bill and send it back to the provider, or give the number to the provider over the phone.

Q. What if the doctor's office doesn't take credit cards?

A. In these instances, cardholders will have to pay with cash or check and submit a claim online or fax or mail in a manual claim. However, CAS/TASC research indicates that over 90% of all eligible transactions are electronic.

Q. Do I still need to keep my receipts when I use the debit card?

A. Yes. Although you are not required to complete claim forms, additional documentation may be requested in some cases in order to confirm the eligibility of some debit card purchases.

Q. What should I do if I accidentally use the card for an ineligible expense?

A. If this occurs, you will receive a notice from CAS/TASC asking you to reimburse the account for the ineligible amount or submit additional receipts to substantiate that expense.

Q. How do I know how much money is in my account?

A. Cardholders can find out their current account balance anytime online by logging in to their account. From here, you can also access your transaction history, and find out what to do if your card is lost or stolen. Once you enroll, you will receive information on how to log in to your account.

Q. Can I order additional cards for my family?

A. Yes. You can order an extra debit card for your spouse or other eligible dependents by going online or by completing the form that will come to your home address in your WelcomeKit. Each additional card will be issued in your dependent's name.

Q. What do I do if my card is lost or stolen?

A. Lost or stolen cards must be reported to CAS/TASC. You can do this online through our website or by calling our customer service center. A replacement card will be ordered when you report your card lost or stolen. The fee to replace a lost card is \$10.00.

Q. What do I do with my card once I have used all of my available funds?

A. Your debit card is good for up to three years. Keep the card after you have used all of your available funds since you'll be able to use the card again next year when you re-enroll in the plan.