

ASi's guide to... Substantiation for FSA & HRA Plans



WHAT IS SUBSTANTIATION

The IRS has established specific guidelines that require all Flexible Spending Account (FSA) or Health Reimbursement Account (HRA) transactions – even those made using a Benny card – to be substantiated (verified that the purchase was an eligible expense). The substantiation process is performed by Administrative Solutions. We are very diligent in the execution of the substantiation process to avoid adverse tax consequences to employees and employers.

HOW IT WORKS

There are two ways purchases may be substantiated in compliance with IRS requirements:

1. Auto-Substantiation: ASi runs a weekly process to auto-substantiate Benny Card transactions, if the employer group chooses to utilize this method. These methods include co-pay substantiation for carrier copays such as office visits and prescription copays
2. Manual Substantiation: All purchases that do not qualify for auto-substantiation must be manually substantiated with receipts and/or other approved documentation. Examples include:
 - ⇒ Doctor or other provider visits where the amount paid is not equal to the copay.
 - ⇒ Over the counter transactions and prescriptions where the amount paid is not equal to the copay at a store.

ALWAYS SAVE ITEMIZED RECEIPTS

If the claim cannot be auto-substantiated, the employee will be required to submit documentation to ASi to support the claim.

Employees should save all itemized receipts from every Benny card transaction and all of the explanation of benefits (EOBs) they receive from health/pharmacy/dental/vision plans.

An easy approach for keeping this information on hand is to upload copies of itemized Benny Card receipts and EOBs to the Dashboard page of the WEX Cloud Consumer Portal, where they will be stored electronically.

[Receipts can also be attached to the settled claim, from the mobile app using the camera on your mobile device!](#)

INFORMATION REQUIRED ON DOCUMENTATION

Documentation must include: Name of person who incurred the expense, provider's name/address, date of service (not date of payment), detailed description of service(s), and amount charged for service(s). EOBs contain all of the required information and are excellent sources of documentation.

**Credit card receipts and cancelled checks are not acceptable.*

Receipts for over-the-counter (OTC) items do not need to include the person's name, but must display the name of the item (e.g. band aids, sunscreen, etc).

ASI AT YOUR FINGERTIPS

The ASi Smartphone Application allows you to have all of our services at your fingertips! ASi 1Mobile enables you to easily and securely access your healthcare spending accounts. You can view account balances in detail, submit healthcare account claims, and capture and upload pictures of your receipts anytime, anywhere on any iPhone, Android or tablet device.

Note: You must set up your ASi WEX Cloud Employee Portal to access the ASi 1Mobile App. Please refer to the [Employee Portal Login Instructions](#) to set up your portal.

Key Items

- Date of Service must be incurred in the applicable plan year
- Expense must have been occurred prior to swipe, cannot prepay for services.
- For HRA plans tied to a major carrier, expense must approved, in-network

**Please refer to your Summary Plan Description (SPD) for additional details specific to your plan*

WHAT HAPPENS IF I DO NOT RESPOND TO ASI'S REQUESTS?

If itemized receipts, itemized statements, EOBs, or unreimbursed claims to offset the unsubstantiated or "ineligible" expense are not received by the end of the plan year, the amount(s) could be reduced from your pay or reported as additional taxable income.



Get started with ASi 1Mobile in Minutes

Simply download the ASi 1Mobile App by searching "ASi Flex HRA Benny" in the Play Store for your Android or App Store for the iPhone (also compatible with iPad® and iPod touch®) and log in using the same password you use to access the ASi WEX Cloud Employee Portal.