



Substantiation Process and FAQs

Your WEX FSA debit card gives you easy access to the funds in your Health Care Flexible Spending Account (FSA) and a convenient way to pay for eligible health care expenses. Using the debit card eliminates the need for you to pay out of pocket and wait for reimbursement. However, it does not eliminate the need for you to provide documentation, also called substantiation. It is important to understand that your FSA debit card transactions are regulated by the IRS, and its rules require that all your debit card transactions must be substantiated. This means purchases made with the debit card must be proven to be eligible under the plan.

In some cases, your debit card transactions may be automatically substantiated in the following methods, requiring no additional information:

- **Co-pay matching:** charges that *exactly match* our plan co-pay amounts. For example, a \$25, \$35 or \$50 charge at a doctor's office.
- **Real-time substantiation:** charges that are verified as eligible expenses by a merchant who uses an Inventory Information Approval System (IIAS). This mostly applies to pharmacies.
- **Electronic feeds:** charges that *exactly match* your debit card transaction to a claim provided via a feed from the insurance plan. These will be amounts exactly as they were shown on your Explanation of Benefits (EOB) statement.
- **Recurring claims:** charges that *exactly match* the provider and dollar amount for a previously approved and substantiated transaction. For example, a fixed monthly orthodontia payment.

In the event that your transaction cannot be auto-substantiated, you will receive a request from WEX to submit documentation, preferably a copy of your EOB, to substantiate.

Set up your account access at [WEXinc.com](https://www.wexinc.com). Here you can view your account history, access forms and upload required documentation.

Below are some commonly asked questions about the requirements of substantiating debit card transactions.

1. I used my debit card at my doctor’s or dentist’s office, why do I need to substantiate?

Even though a doctor or dental office is an eligible location, not all services provided are eligible under the plan. For example, a dentist may perform teeth whitening, which is not eligible for reimbursement.

Also, some providers may charge a processing/convenience fee along with your co-pay. However, the processing/convenience fee is not eligible for reimbursement.

IRS regulations require that WEX verify the eligibility of all expenses charged to the debit card.

2. What information is required for substantiation?

In order to substantiate your transaction, you must provide WEX with a third-party statement that includes the following information:

- The name of the person for whom the service was provided
- The date that service was provided
- The total amount of the expense
- The name of the provider
- The type of service provided

Generally, an EOB from your insurance company should include all of the necessary information. Please note that provider statements containing a “balance forward” amount and credit card or cash register receipts are not sufficient for the purposes of substantiation.

TIP: Upload your documentation to the WEX web portal rather than sending it via mail or fax. This will ensure your documentation is applied to your record and to the correct transaction as well as provide you with a speedier processing time.

Keep this in mind:

The date of your health care service—not the billing date—determines the plan year from which the expense can be reimbursed.

3. Will I be notified when substantiation is required?

Yes, if a transaction cannot be automatically substantiated, then you will receive an email from WEX requesting additional information. If WEX does not have an email address on file for you, then they will mail a letter to your home. If the information is not received after the initial notification, then you will receive additional reminders that substantiation is required.

Below are some commonly asked questions about the requirements of substantiating debit card transactions. (continued)

4. What happens if I don't substantiate a transaction?

If valid substantiation is not received—normally within 60 days of the transaction—your debit card will be suspended and you will not be able to use your debit card for new purchases until the outstanding transaction is substantiated. If your debit card is placed in suspended status, you will receive a communication from WEX.

If all requests for documentation are ignored or you do not provide sufficient documentation, any unsubstantiated FSA claim amount(s) at the end of the plan year will be deemed as ineligible expenses and will be deducted from your paycheck on an after-tax basis to reimburse the plan.

5. What happens if my debit card is suspended?

Your debit card can be reactivated if you send the information necessary to substantiate the outstanding charge. Please note that it may take two to three business days for reactivation once the documentation is received and the transaction has been substantiated.

6. What if my transaction was not eligible or I am unable to provide appropriate documentation?

If your transaction was ineligible or if you cannot provide the requested documentation, you may instead pay back the plan for the unsubstantiated amount or use other unreimbursed expenses to offset the charge.

7. I've had debit cards in the past with other FSA providers and never had to substantiate a transaction before. Why do I have to do this with WEX?

The IRS updates its regulations regarding substantiation periodically and WEX follows the most current regulations, which include the need to verify transactions that do not follow the guidelines for auto-substantiation.