



NetBenefits® Flexible Spending and Reimbursement Accounts Services Guide



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OVERVIEW

- *This guide is a general guide of Fidelity Flexible spending and reimbursement accounts offerings. Please note that plan offerings are selected by your employer. This guide may illustrate a plan that is not currently available to you*
- *For an optimal experience, use [NetBenefits](#) on a computer or mobile device*
- *For Flexible Spending Account (FSA) claims (health care or dependent care) our Fidelity Health® app can be downloaded and used to manage your FSA claims. Scan the QR code below to download the app to an Apple or Android device.*



Welcome to [NetBenefits](#), Fidelity's robust site where you can view and manage your Flexible spending and reimbursement accounts. This one-stop guide for the site will help you find the information you need to manage your accounts.

Within the NetBenefits Flexible spending and reimbursement accounts site you can:

- View account balances
- Reimburse yourself via direct deposit to a personal bank account or via check
- Pay your provider via online bill pay
- Access online monthly account statements
- Upload requested claim documentation
- And much more!



NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

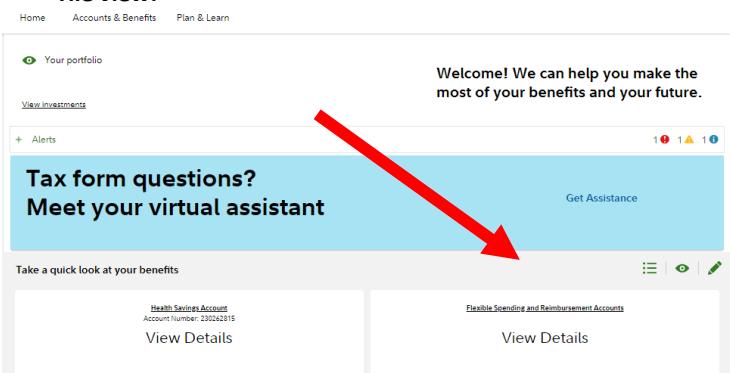
LOG IN TO YOUR ACCOUNT

Step 1: Visit [NetBenefits](#) to access your account.

- If you already have a [NetBenefits](#) account, use your credentials to log in.
- If you're new to [NetBenefits](#), select “**Register as a new user**” and follow the on-screen instructions to create your username and password. **Note:** It is recommended that you establish a unique username, not your social security number. It is important to take advantage of [NetBenefits](#) multi-factor authentication security measures.

Step 2: Once logged in, if your display preferences are “**tile view**” select the **Flexible Spending and Reimbursement Accounts** tile, or if “**list view**” select the **Benefits** tab, then select **Flexible Spending and Reimbursement Accounts**.

Tile view:



Home Accounts & Benefits Plan & Learn

Your portfolio

Welcome! We can help you make the most of your benefits and your future.

Tax form questions? Meet your virtual assistant

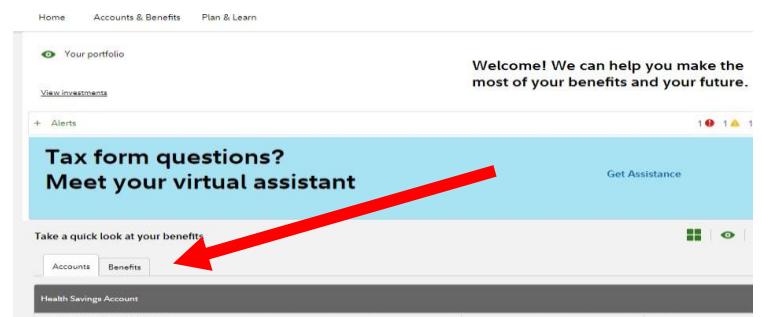
Get Assistance

Take a quick look at your benefits

Health Savings Account Account Number: 230262915 View Details

Flexible Spending and Reimbursement Accounts View Details

List view:



Home Accounts & Benefits Plan & Learn

Your portfolio

Welcome! We can help you make the most of your benefits and your future.

Tax form questions? Meet your virtual assistant

Get Assistance

Take a quick look at your benefits

Accounts Benefits

Health Savings Account

HEALTH SAVINGS ACCOUNT

Step 3: Once on your Flexible spending and reimbursement accounts summary page you can view balances and manage your Flexible spending and reimbursement accounts.

Flexible spending and reimbursement accounts

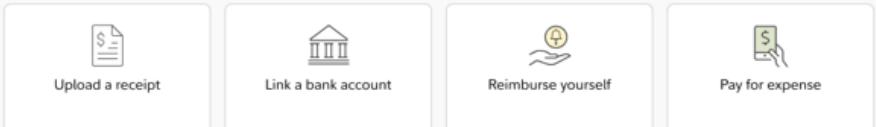
Manage my account

[Go to message center](#)

[Repay a denied claim](#)

Manage debit cards

[View qualified medical expenses](#)



2020	2021
Limited purpose flexible spending account	
Account balance	\$2,750.00
Coverage amount	\$3,000.00
Dependent care	
Account balance	\$2,750.00
Coverage amount	\$3,000.00

Current benefits

2020 2021

[Limited purpose flexible spending account](#)

Account balance	\$2,750.00
Coverage amount	\$3,000.00

[Dependent care](#)

Account balance	\$2,750.00
Coverage amount	\$3,000.00



NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

Step 4: Use [NetBenefits](#) to order additional cards for dependents and those you authorize. To order additional debit cards for a dependent, or those you authorize, select the **Manage debit cards** link.

Cardholders must be at least 18 years old, and you will need to enter the dependent's social security number. Select **Order an additional NetBenefits AccessCard®** and enter in the requested information until you reach Success! Only the account owner may request additional debit card(s) and they will be mailed directly to the account owner's address. Please allow 7 to 10 days for the additional debit card to arrive in the mail.

Also note the **Need more help?** icon at the bottom of the Flexible spending and reimbursement accounts summary page. This displays the Call Center number and where to go for **Forms and information**. Forms and resources are located here and include claim forms, reoccurring claim forms, Terms and Conditions, Authorized Representative Forms, Power of Attorney and more.

Need more help?



Call an account specialist at your Fidelity
call center number



[Forms and information](#)



NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

ACCOUNT MANAGEMENT

The Flexible spending and reimbursement accounts summary page provides you with some quick and easy actions. Review the tiles or quick links to start your needed action. The top actions are **Upload a receipt**, **Link a bank account**, **Reimburse yourself**, or **Pay for expense**.

Flexible spending and reimbursement accounts

Manage my account

[Go to message center](#)

[Repay a denied claim](#)

[Manage debit cards](#)

[View qualified medical expenses](#)

Selection for Reimburse yourself tile

Which type of expense would you like to reimburse yourself for?

Health care
Reimburse yourself for qualified medical, dental, vision care expenses from your flexible spending account. These options may vary based on your current elections.

Dependent care
Reimburse yourself for qualified child care or elder care expenses from your flexible spending account. These options may vary based on your current elections.

All other eligible expenses
Reimburse yourself for other benefits your employer may offer. These options may vary based on your current elections.

Reimburse yourself from your health savings account.

Selection for Pay for Expense tile

What type of expense do you want to pay?

Health care
Pay for a qualified health care expense such as medical, dental, vision, or prescription. These options may vary based on your current plan elections.

Dependent care
Pay for a qualified child care or adult care expense.

FILE A CLAIM

When filing a claim whether you are reimbursing yourself or paying an expense a new screen will open to drill down on the type of expense you need.

You can submit a manual claim to reimburse yourself with a reimbursement request form. To access that form, scroll to bottom of the Flexible spending and reimbursement accounts page to the **Forms and information** icon to download the needed form. Once the claim has been approved, funds will be issued directly to you via check or direct deposit depending on your linked accounts and preferences. Should your claim be denied, you will receive an email or text that directs you to **Go to message center** for the denial reason.

Manage my account

[Go to message center](#)

[Repay a denied claim](#)

[Manage debit cards](#)

[View qualified medical expenses](#)

Need more help?

Call an account specialist at your Fidelity call center number

Forms and information



NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

Submit a claim directly on [NetBenefits](#):

Step One - Upload your receipt

- Receipts must be in a JPG, JPEG, GIF, PNG, or PDF
- Each document can be a maximum of 3 MB



Step Two – Provide information. Note when submitting dependent care claims, an end date is needed as well as a name of an eligible dependent

Request to reimburse yourself
If approved, it will take 3 to 10 business days to receive a reimbursement.

Let's capture your receipt. It should include:

- A date within your coverage period
- A description of each service or item
- The name of the provider or merchant
- The total out-of-pocket expense

Your receipt:
Acceptable file types: jpg, jpeg, pdf, gif, png
6 MB remaining

To avoid system errors, uploads are limited to 2 documents at 3 MB each.

Tell us about this expense

ExpenseCategory

Expense type

Service start date
Month Day Year

Service end date (optional)
Month Day Year

Provider name

Dependent
 Dependent

Expense amount
The total paid out-of-pocket.

And add the provider's billing details

Provider name

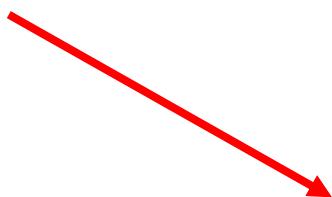
Billing address - street line 1

Billing address - street line 2 (Optional)

City

State **ZIP Code**

Step Three – After you review and submit your request, you will receive a confirmation of your request.



Thanks for submitting your request
It is being reviewed. If there are any questions, you'll receive an email.

Expense type
Contact lenses

Expense amount
\$117.20

Estimated processing time
3 to 10 business days

Claim number
#12345678910

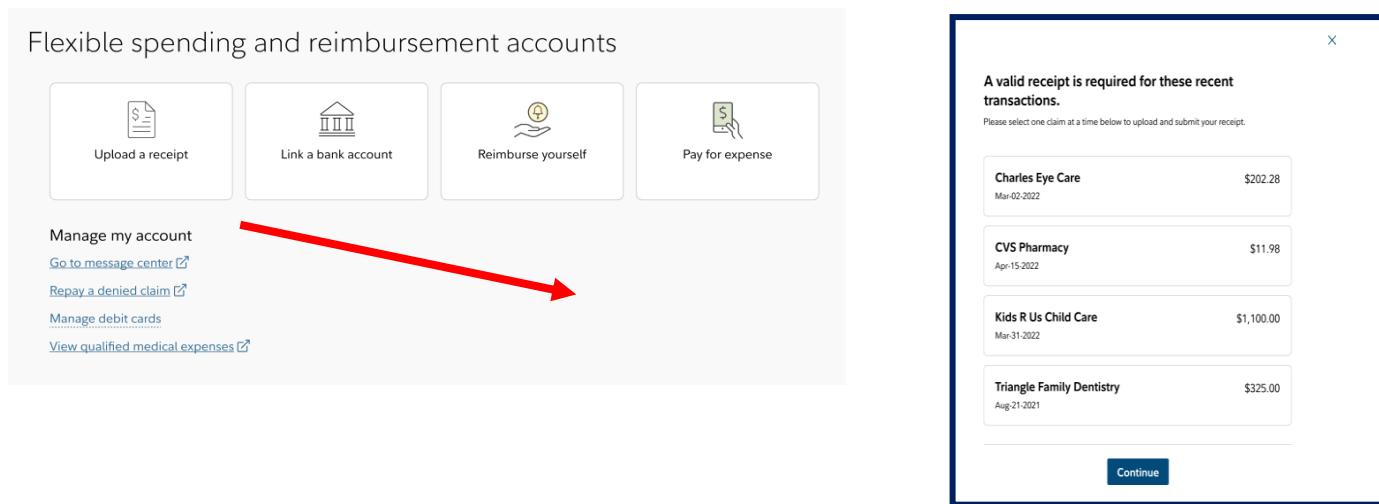


NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

UPLOAD A RECEIPT

Most pharmacy claims will auto-substantiate. Other transactions may require additional documentation. Hold on to your detailed receipts. Usually, you receive a receipt request within a few days of swiping your debit card. Always save receipts with other important papers and for possible future requests. Select from the transactions listed below to match your receipt.

*Note: Receipts must be in a JPG, JPEG, GIF, PNG, or PDF
Each document can be a max of 3 MB*



Flexible spending and reimbursement accounts

Upload a receipt

Link a bank account

Reimburse yourself

Pay for expense

Manage my account

Go to message center ↗

Repay a denied claim ↗

Manage debit cards

View qualified medical expenses ↗

A valid receipt is required for these recent transactions.

Please select one claim at a time below to upload and submit your receipt.

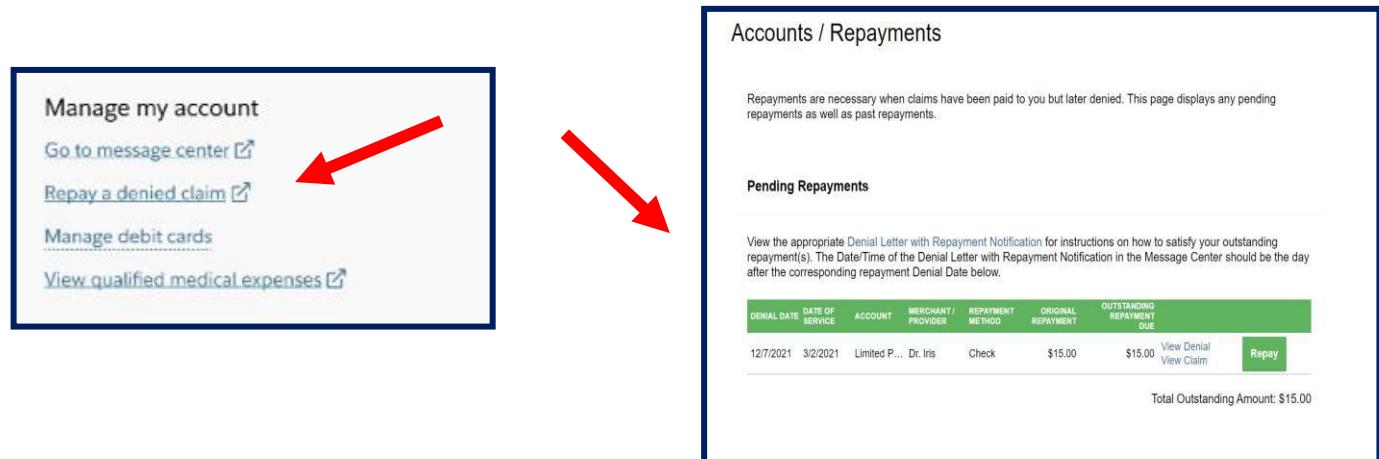
Charles Eye Care	\$202.28
Mar-02-2022	
CVS Pharmacy	\$11.98
Apr-15-2022	
Kids R Us Child Care	\$1,100.00
Mar-31-2022	
Triangle Family Dentistry	\$325.00
Aug-21-2021	

Continue

You will view the current transaction(s) needing a receipt. If your transaction is not displayed, it may be a timing issue. **Note:** Fidelity Flexible Spending and Reimbursement Accounts Services does not send out notifications to you advising if a receipt is not needed. Check your email or text messages for a notice that a receipt is needed.

REPAY A DENIED CLAIM

Another common activity that participants may have to perform is to pay back an unsubstantiated claim(s). Consistent with IRS regulations, on behalf of your employer and your plan, we will request repayment. We will request repayment from you for any paid claims for which we have not received sufficient receipt documentation. You will receive an email or text notification which will direct you to [NetBenefits](#). After you log in, select the **Flexible spending and reimbursement accounts** tile, then select **Repay a denied claim**. A new screen will open for you to accomplish repayment activities.



Manage my account

Go to message center ↗

Repay a denied claim ↗

Manage debit cards

View qualified medical expenses ↗

Accounts / Repayments

Réparations sont nécessaires lorsque les revendications ont été versées à vous mais ont été déclinées. Cette page affiche toutes les réparations en cours et les réparations passées.

Pending Repayments

Voir la correspondance de refus avec la notification de réparation pour les instructions sur la façon de honorer vos réparations en cours. La date/heure de la correspondance de refus avec la notification de réparation dans le centre des messages doit être la date après la date de refus de la correspondance de refus.

DENIAL DATE	DATE OF SERVICE	ACCOUNT	MERCHANT / PROVIDER	REPAYMENT METHOD	ORIGINAL REPAYMENT	OUTSTANDING REPAYMENT DUE
12/7/2021	3/2/2021	Limited P... Dr. Iris		Check	\$15.00	\$15.00

Total Outstanding Amount: \$15.00

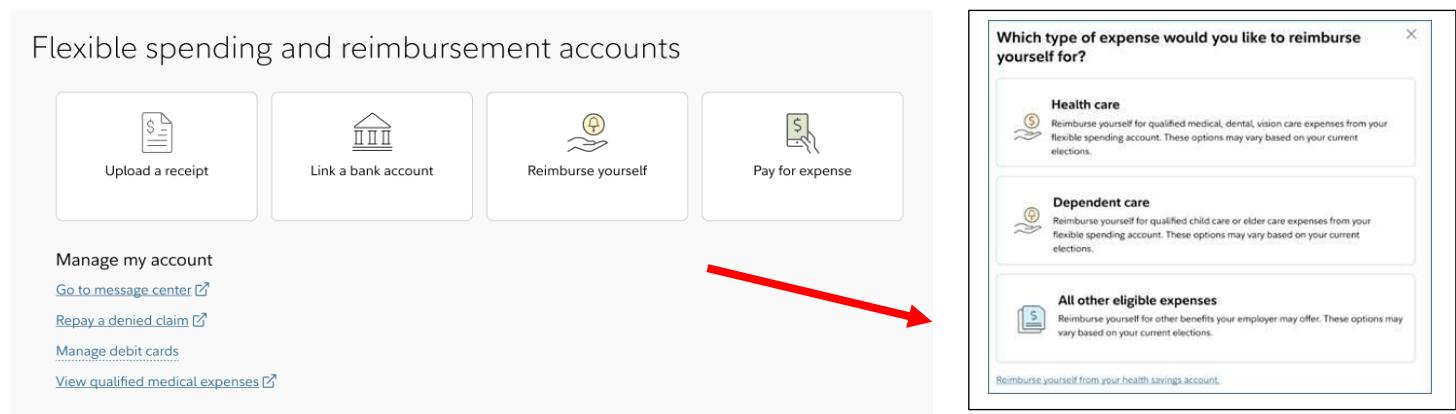
NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

To repay a claim you can utilize either of the two options below:

1. Select the transaction that needs to be repaid. **Repay** the claim(s) via a transaction directly from your personal bank account you have on file. See **Link a bank account** for instructions if you need to add or update your linked bank account. This is the fastest way to submit your repayment.
2. Print the **Denial Letter with Repayment** and mail it along with a personal check to the mailing address listed at the bottom of the notification.

Note: If you have sufficient documentation for the claim that has been denied and is pending repayment, you can select the **Upload a Receipt** option if it's available instead of repaying the claim.

Reimburse yourself for all other eligible expenses



Flexible spending and reimbursement accounts

Manage my account

[Go to message center](#)

[Repay a denied claim](#)

[Manage debit cards](#)

[View qualified medical expenses](#)

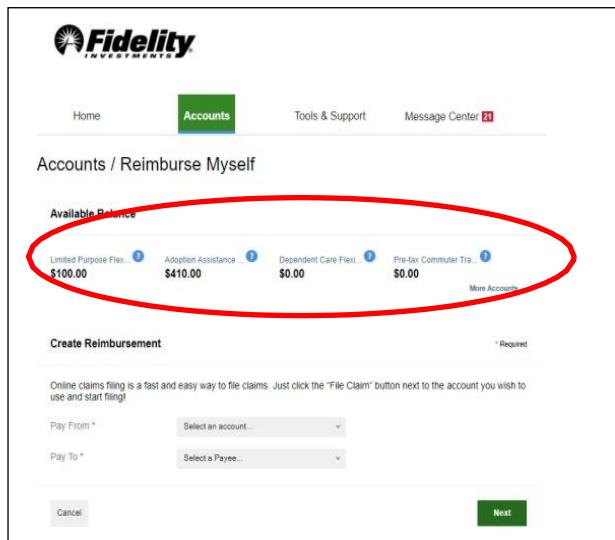
Which type of expense would you like to reimburse yourself for?

Health care
Reimburse yourself for qualified medical, dental, vision care expenses from your flexible spending account. These options may vary based on your current elections.

Dependent care
Reimburse yourself for qualified child care or elder care expenses from your flexible spending account. These options may vary based on your current elections.

All other eligible expenses
Reimburse yourself for other benefits your employer may offer. These options may vary based on your current elections.

- Select **All for other expenses**
- Select the account type that you want to be reimbursed from
- Upload your receipt or other valid documents



Available Balance

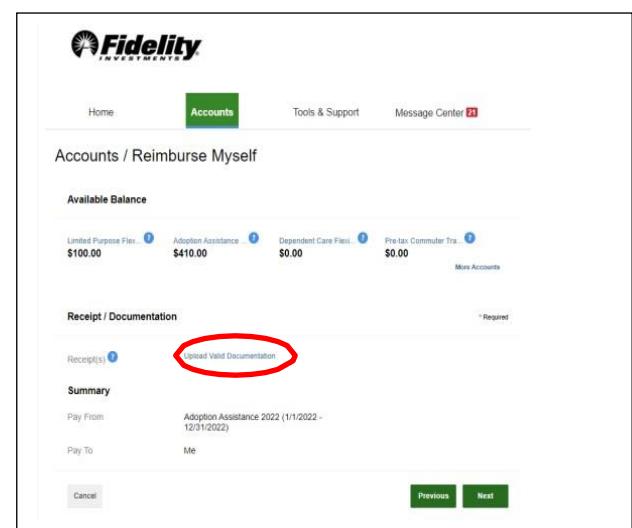
Limited Purpose Flex... \$100.00	Adoption Assistance ... \$410.00	Dependent Care Flex... \$0.00	Pre-tax Commuter Tra... \$0.00
----------------------------------	----------------------------------	-------------------------------	--------------------------------

Create Reimbursement

Online claims filing is a fast and easy way to file claims. Just click the "File Claim" button next to the account you wish to use and start filing!

Pay From * Select an account... Pay To * Select a Payee...

Next



Available Balance

Limited Purpose Flex... \$100.00	Adoption Assistance ... \$410.00	Dependent Care Flex... \$0.00	Pre-tax Commuter Tra... \$0.00
----------------------------------	----------------------------------	-------------------------------	--------------------------------

Receipt / Documentation

Receipt(s) [Upload Valid Documentation](#)

Summary

Pay From Adoption Assistance 2022 (1/1/2022 - 12/31/2022)

Pay To Me

Cancel Previous Next

NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

Accounts / Reimburse Myself

Available Balance

Limited Purpose Flex... ?	Adoption Assistance ... ?	Dependent Care Flexi... ?	Pre-tax Commuter Tra... ?
\$100.00	\$410.00	\$0.00	\$0.00

[More Accounts](#)

Claim Details * Required

If all or part of your claim is unreimbursable due to auditing factors (i.e. claim exceeds available balance in your account), then you will only be reimbursed the approved amount. If this occurs, you will receive notification in the mail.

Start Date of Service *	12/21/2022 <input type="button" value="Calendar"/>
End Date of Service	12/21/2022 <input type="button" value="Calendar"/>
Amount *	\$ 10.00
Provider *	Dr Smith
Category * ?	Adoption Assistance
Type *	Adoption Fees
Description	<input type="text"/>
If the category is 'Other' or 'Over-the-Counter Drugs', you must provide a description.	
Recipient *	<input checked="" type="radio"/> CHANDRA AMMERMAN <input type="radio"/> Janice Durham <input type="radio"/> tina jones
Add Dependent	
Did You Drive To Receive This Product/Service? ?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Summary	
Pay From	Adoption Assistance 2022 (1/1/2022 - 12/31/2022)
Pay To	Me
Documentation Uploaded	No

[Cancel](#) [Previous](#) [Next](#)

- Add information to your claim such as start and end dates, amount, provider name, category, type, description, and recipient.
- Please refer to your employer plan document about dependent eligibility
- Select **Next** after information has been entered

Fidelity

Home Accounts Tools & Support Message Center 21

Accounts / Transaction Summary

Available Balance ? ** Balance reflects claims not yet submitted

Limited Purpose Flex... ?	Adoption Assistance ... ?	Dependent Care Flexi... ?	Pre-tax Commuter Tra... ?
\$100.00	\$400.00	\$0.00	\$0.00

[More Accounts](#)

Transaction Summary (1)

FROM	TO	EXPENSE	AMOUNT	APPROVED AMOUNT ?
Adoption Assistance 2022	Me	Adoption Fees	\$10.00	\$10.00
Total Amount			\$10.00	\$10.00

Claims Terms and Conditions

I have read, understand, and agree to the [Terms and Conditions](#).

[Cancel](#) [Save for Later](#) [Add Another](#) [Submit](#)

- Be sure that the information is correct
- Review and select, "I have read, understand and agree to the Terms and Conditions" under Claims Terms and Conditions
- Note that you can view the Terms and Conditions by selecting the link
- Select **Submit** to complete the process

NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

VIEW ALL TRANSACTIONS

Visit [NetBenefits](#). After you log in, select the **Flexible spending and reimbursement accounts tile**, then scroll to the **Recent activity** to view the links at the bottom of this section. These links will allow you to view your HSA transactions or Flexible spending and reimbursement transactions in a new page.

Recent activity
(Last 30 days)

Date	Account type	Description	Amount
12/03/2022	Dependent Care FSA	Denied Claim	+\$10.00
12/03/2022	LPFSA	Denied Claim	+\$10.00
12/03/2022	Adoption	Denied Claim	+\$10.00
11/15/2022	Adoption	Denied Claim	+\$110.00
11/15/2022	Adoption	Claim Submission	-\$200.00
11/15/2022	Adoption	Employer Contribution	+\$500.00
11/03/2022	Dependent Care FSA	Claim Submission	-\$10.00
11/03/2022	LPFSA	Claim Submission	-\$10.00
11/03/2022	Adoption	Claim Submission	-\$10.00
06/01/2022	LPFSA	Contribution Adjustment	-\$10.00
06/01/2022	LPFSA	New Election	+\$100.00

[View all HSA transactions](#) | [View all flexible spending and reimbursement transactions](#) 

ADDITIONAL ACCOUNT VIEWS

If you hover over the **Accounts** tab, in the account section you will find the following additional links:

Account Activity – View your pending and processed transactions. You can also export your transactions if you wish to access your transactions in a spreadsheet. **Note:** This cannot be done with QuickBooks

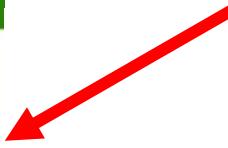
Claims – Shows a list of the claims that have been filed. Claims can be filtered by Date, Account, Merchant/Provider, Claim Status, and Amount.

Payments – View a list of all transactions for your accounts. Payments can be filtered by Date, Transaction Number, Method of Payment, Status, and Amount.

Statements – View your account statements, receipt reminders, and denial letters.

I Want to Section – Allows for a fast and easy way to do common activities. Hover over the Accounts tab to select the section you want to display.

Home	Accounts	Tools & Support	Message Center 
ACCOUNTS	PROFILE	I WANT TO	
Account Summary	Profile Summary	Reimburse Myself	
Account Activity	Banking/Cards	Send Payment	
Expenses	Payment Method	Manage My Expenses	
Claims		Enroll in Commuter	
Payments			
Statements			



NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

NOTIFICATION PREFERENCES

You can update your email and telephone number by navigating to [NetBenefits](#). Select **Go to message center** and **Update Notification Preferences** icon is displayed in this view. You can update your notification preferences to email and/or text. In this section you can update your contact information including mobile number, time zone, or email address. You can also update your notification preferences and can select **Email or Text** for various claims and payment notifications. It is important to note that notifications are provided when you need to act on one of your transactions.

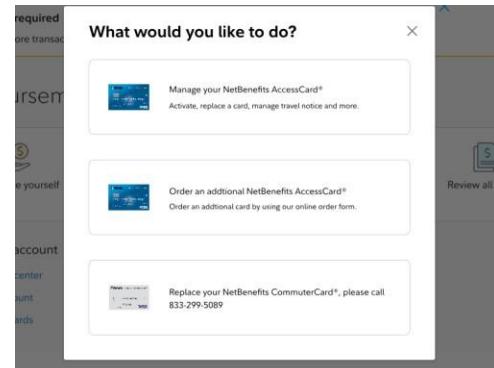
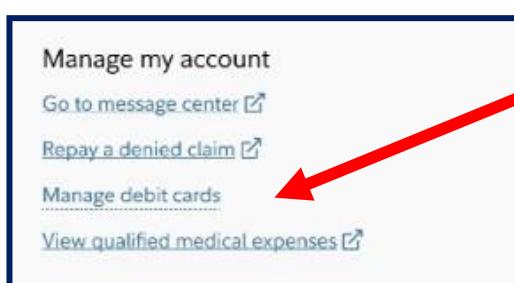
It is important to note that all notifications will come from **Fidelity.Health.Accounts@Fidelity.NetBenefits.com**. This is a no-reply email address. Make sure these notifications do not end up in your Spam folder. For assistance, call the Fidelity Flexible Spending and Reimbursement Accounts Services call center number your employer has shared at initial enrollment.



NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

DEBIT CARDS

NETBENEFITS ACCESSCARD®



Advantages of the debit card:

- Pay directly from your account(s) at the point-of-sale for qualified expenses
- Charges are paid directly to the provider/retailer
- No waiting for reimbursement
- Can be loaded to your digital wallet for Apple Pay or Google Pay

Eligible expenses:



The IRS determines what expenses you can pay for when using your Flexible spending and reimbursement accounts. For general medical expense information, see IRS Publication 502 at <http://www.irs.gov/pub/irs-pdf/p502.pdf>. For child and dependent care expenses, see IRS Publication 503 at <https://www.irs.gov/pub/irs-pdf/p503.pdf>.

Using the card:

To activate your NetBenefits AccessCard® call the number on the back of the card and follow the activation instructions. Or, after logging into [NetBenefits](#), select **Flexible spending and reimbursement accounts** tile, choose **Manage debit cards** and active your card on the portal. You can also set a travel notice, order a debit card for a dependent, set a PIN, and perform other actions.

Some Flexible spending and reimbursement accounts may not require you to submit documentation for purchases made at retailers that use an inventory information approval system (IIAS), such as pharmacies. These merchants will approve eligible expenses at the point of purchase. **We encourage you to save your receipts.** The Fidelity NetBenefits AccessCard® is a chipped card. Please note that in rare instances certain merchants may deny your card if they have an older debit card terminal. Be sure you ask the merchant to run your card manually.

For a complete list of IIAS merchants, visit <https://www.sig-is.org/>. When using your card at these merchants, you can use your card for the entire purchase amount. Eligible expenses will be charged to your debit card. You'll need to use another form of payment for any ineligible items. **Documentation may be required if eligible items are not verified at the point of sale. You will receive an email, text or mailed notification if documentation is required.**

Important Note: Most debit card usage for flexible spending accounts (FSA) will only be for the current calendar year. Claims that need to be filed outside of the current calendar year will need to be done manually.



NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

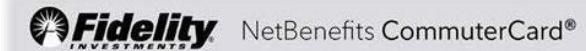
NETBENEFITS COMMUTERCARD®

If your employer offers and you participate in a Commuter benefit, you will have a separate Commuter specific card. To activate your silver NetBenefits CommuterCard®, call the activation line at: 866-898-9795.

You can add your NetBenefits CommuterCard® to your digital wallet for:

- Apple Pay
- Google Pay

Please note that the card image in the digital wallet will only display a card that says "**BENEFITS CARD**". It will not identify as NetBenefits CommuterCard®.



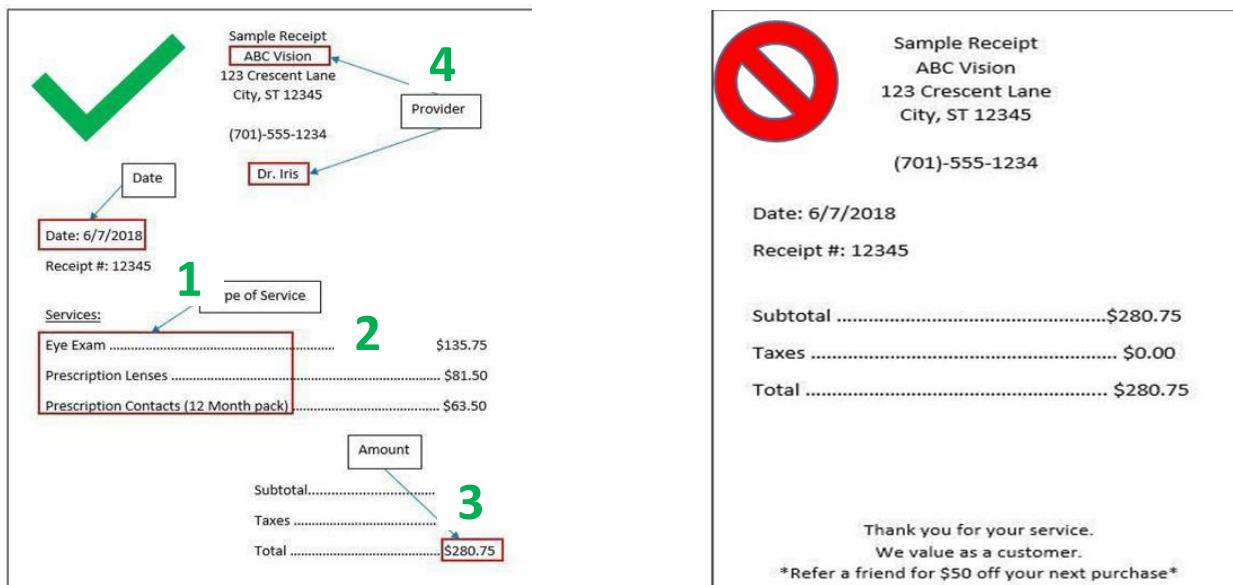
DEBIT CARD DOCUMENTATION REQUIREMENTS

You may be required to submit documentation for a debit card transaction on your NetBenefits AccessCard® or NetBenefits CommuterCard®. All claims submitted via paper form, or submitted through [NetBenefits](#) will require documentation. Please review the information below.

Your documentation will need to contain the following:

1. Date(s) of service
2. Type(s) of service
3. Cost of service(s)
4. Merchant name/information

Most health care companies provide an Explanation of Benefits (EOB) for health care services. An EOB will contain the correct information that is needed to substantiate qualified medical expenses if you are unable to obtain a receipt.



Documentation may be needed for debit card transactions due to IRS regulations.

NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

- When you make a purchase that requires you to provide documentation, we will send you automated receipt reminders via mail, text, or email. Once we receive your documentation, you will no longer receive reminders.
- If we do not receive and process receipt documentation within **100 days** after your card transaction, the purse for your flexible spending account or health reimbursement arrangement will be inactivated and placed in a temporary hold status. Please note your Health Savings Account (HSA) purse will not be impacted. You will be asked to send us appropriate documentation for this card transaction, or you will need to reimburse your plan. Your purse for your flexible spending account or health reimbursement arrangement will be reactivated within one business day of processing your documentation or repayment; for instructions on making repayments, please review **Repay a denied claim**.
- The claim number must be included if you are sending in documentation for a debit card transaction.

LOST OR STOLEN DEBIT CARDS

NetBenefits AccessCard®

To report your NetBenefits AccessCard® as lost or stolen, contact 833-811-7432 or access the **Manage debit cards** link as detailed above.

NetBenefits CommuterCard®

You may report your silver NetBenefits CommuterCard® lost or stolen by calling the phone number noted in the 'Need more help?' section of your NetBenefits Flexible spending and reimbursements accounts summary page. Your debit card will immediately be inactivated and your new one will be mailed to the address on file within 7-10 business days.

ADDITIONAL TRANSACTION VIEWS

On the Expenses page, you may view your expense details by date, expense, individual, provider, amount, or status. The table can be filtered down further by selecting the filter at the top of the page. Should you want to go back to the main display, simply select reset filters in the top left corner.

DATE ▾	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
— 11/1/2022	Medical		Genesis Hospital	\$1.00	\$
Payment Details	Date(s) of Service: 11/1/2022 - 11/1/2022 Requested On: 11/7/2022 Pending: \$1.00 Source: Online		Claim Number: 723661221107P0000101 Account: Medical Flexible Spending Account 2022 Expense Category: Miscellaneous Receipt Status: New Needed		

[Upload Receipt\(s\)](#)

[View Receipt\(s\)](#)

The bottom of the Expense page shows options for each expense. Select an expense to upload a receipt, add a note about the expense, mark an expense as paid if you paid the expense from an outside source, remove the expense, or update an expense.

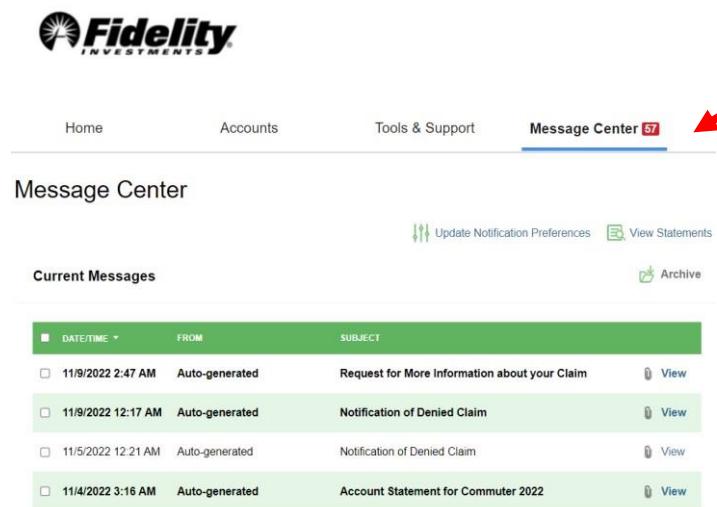


NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

MESSAGE CENTER

You can find the Message Center by visiting NetBenefits and selecting the Flexible spending and reimbursement accounts tile and navigating to **Go to message center** link. This will open to a new page with **Message Center** displaying. You may view notifications for receipt reminders, requests for more information, denial letters, and more in the **Message Center**. These notices come from the email address – **Fidelity.Health.Accounts@Fidelity.NetBenefits.com**. This is a no-reply email address but check your spam box if you haven't been receiving these notices or reminders on actions you need to take.

When there are new notifications in the Message Center, the message number will be displayed with a red number indicating how many new notifications have accrued.



Message Center

Current Messages

DATE/TIME	FROM	SUBJECT	View
11/9/2022 2:47 AM	Auto-generated	Request for More Information about your Claim	 View
11/9/2022 12:17 AM	Auto-generated	Notification of Denied Claim	 View
11/5/2022 12:21 AM	Auto-generated	Notification of Denied Claim	 View
11/4/2022 3:16 AM	Auto-generated	Account Statement for Commuter 2022	 View

Archived Messages

For each message, you will be able to see the following:

- Date and time the message was sent
- Who the message is from, or if a notification to you, this will be listed as 'Auto-generated'
- The subject of the message
- Message attachments

When a new message appears, it will be bolded. After a message has been read, it will appear in normal font, and you will have the option to archive the message(s). On the main page, you will have the option to see both **Current Messages** and the option to view **Archived Messages**. If archived messages are open, you have the option to hide them by selecting **Hide Archived Messages**. When archiving a message, you can select them individually or multiple at a time. If you select a message that is bolded and hasn't been read yet, it will automatically be marked as 'read' and will not be bolded anymore. Messages will be stored for a period of 3 years.

Note: Once a message has been moved to the archive section, it cannot be moved back or be permanently deleted.

NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

ACCOUNT UPDATES

UPDATE YOUR PROFILE

To update your phone number or email address, go to [NetBenefits](#), and then the **Flexible spending and reimbursement accounts** tile. Go to message center. Hover over your name at the top of the page, then select **Profile Summary** in the drop down.

Note: Any profile information provided by your employer will not be available to update within your online account.

Update the information as applicable and select **Submit**.

Add Dependent

A dependent can be added as you submit a claim during the claim submission process.

Or you can add in your profile. Select your name at the top of the page, then select **Profile Summary** in the drop down. In the Profile Summary page, you can add a dependent by selecting **Add Dependent**.

You will be required to submit the following information for the dependent:

- Full name
- Date of birth
- Gender
- Student information
- Relationship to accountholder
- Please note that address changes need to be submitted to your employer

Once all required fields are completed, select **Submit**.

Contact Us	 Adam Jackson
Participant Account ID 0007842358	
Email Address email@email.com	
Last Login 10/29/2019 - Online	
PROFILE	
Profile Summary	
Banking	
Payment Method	
Login Information	

NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

LINK A BANK ACCOUNT

[Home](#)[Accounts](#)[Tools & Support](#)[Message Center 57](#)

Banking / Cards

Bank Accounts

BANK OF AMERICA, N.A.
xxxx0458
Checking

Add Bank Account

Debit Cards

TEST ACCOUNT

Card Number: x9858
Card Status: Active
Expires: 7/31/2028
Effective: 11/29/2023
Purse Status
Dental and Vision FSA: Active

SPOUSE ACCOUNT

Card Number: x1200
Card Status: Active
Expires: 7/31/2028
Effective: 12/20/2023
Purse Status
Dental and Vision FSA: Active

You can link your personal bank account to your **Flexible spending and reimbursement accounts** by selecting [NetBenefits](#), and then the **Flexible spending and reimbursement accounts** tile. Select **Link a bank account**. You can add your account to quickly reimburse yourself for eligible health care, dependent care, or health reimbursement arrangement expenses paid out-of-pocket by you or your eligible dependents. Reimbursements will happen within 24 to 48 hours if you have direct deposit. All reimbursement account plan types would be attached to this bank account.

Complete the required fields for adding a bank account and select **Submit**.

Important tips for verifying your bank account

- The bank account must be in your name and social security number. The banking verification process helps ensure that your name, social security number, bank name, and account number is a match.
- The bank account must have a positive balance at the time of verification.
- The bank account must be based in the United States
- The bank account cannot be a prepaid debit card account, home equity line of credit, line of credit, or credit card check.
- The bank account cannot be in a negative status, frozen status or be a closed account.
- The bank address should be the corporate headquarters address and not a branch location; in many instances, the address will auto-populate.
- You can add or change up to 3 bank accounts within a 7-day period. This is a security measure for your protection.

If your bank account can't be verified based on information provided from the real-time banking verification process, then you can verify your account using the micro-deposit verification process.

Home Accounts Tools & Support Message Center 57

Banking / Cards

Bank Accounts	Add Bank Account	Debit Cards
LAT FUN ACCOUNT BANK OF AMERICA, N.A. xxxx0458 Checking		1

[View](#) [Activate](#)

IMPORTANT: For security purposes, a micro-deposit ranging from \$0.01 - \$0.99 will be made to your personal bank account in the next 1-3 business days.

Please remember to keep checking your bank account for that Fidelity micro-deposit in your account which would be under "**FIDELITY INVESTM PRETAX BENEFIT TRANS**". Once you see that micro-deposit in your account, note the amount and go to [NetBenefits](#). Once logged in, select the **Flexible spending and reimbursement accounts** tile, then **Link to a bank account**. A banner will read "One or more bank accounts require activation."

Select **Activate** and enter the micro-deposit amount that was listed in your banking information. Select **Submit**. Now you are all set to start receiving your reimbursements faster via direct deposit to your own bank account. You will also receive a notification that a new bank account connection has been added.

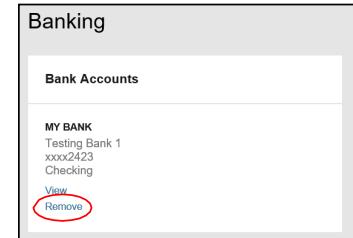


NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

REMOVE A BANK ACCOUNT

To remove a bank account, go to [NetBenefits](#). Once logged in, select the **Flexible spending and reimbursement accounts** tile, then select **Link to a bank account**. Underneath Bank Accounts will be the option to View, Activate, or Remove. Select “Remove” to eliminate the bank account associated with your flexible spending or reimbursement account(s).

Note: The ‘Remove’ button will only be visible when bank account updates are allowed and if there are no pending electronic transactions.



NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

FORMS

After logging into [NetBenefits](#), select the **Flexible spending and reimbursement accounts** tile. From there you will see the **Forms and information** link at the bottom of the **Flexible spending and reimbursement accounts** summary page. The table below details which forms may be visible to you based on your benefits availability.

Need more help?



Call an account specialist at your
Fidelity call center number



Forms and information

Form Name	Account Type	Description
Authorized Representative/HIPAA Form	All	<p>This form documents the designation of an Authorized Representative on your behalf. This form authorizes the release of information to the named representative(s). Only valid for one year after submission for your active flexible spending and reimbursement accounts.</p> <p><i>Please note that this form allows information to be provided to the authorized representative but does not allow them to make any changes.</i></p>
Automatic Orthodontia Request Form	FSA/HRA	You can complete this form if you would like to receive automatic reimbursement for orthodontia expenses. A new form must be submitted at the start of each new plan year.
Claims Terms and Condition	FSA/HRA/DCA	The terms and conditions of a reimbursement request.
Medical Necessity Form	FSA/HRA	This form is to be completed when submitting “dual-purpose” expenses. Dual-purpose expenses are expenses that are only eligible with a Medical Necessity letter or signed doctor’s note (e.g., massage therapy, etc.).
Power of Attorney Form	All	This form is used to legitimize someone else as an authorized user on your account. This form is valid for the lifetime of the account holder. By selecting a power of attorney, you are agreeing that the power of attorney can make decisions for you.
Recurring Dependent Care Request Form	DCA	This form is to be completed each plan year and as changes occur when you want to receive recurring reimbursement of dependent care expenses. A new form must be submitted each year.
Reimbursement Request Form	FSA/HRA	This form is used to submit any out-of-pocket expenses for reimbursement.
Commuter Card Transaction Dispute Form	Commuter	This form is used when you wish to dispute a transaction in the case of suspected fraudulent debit card activity on your NetBenefits CommuterCard®. This form is requested via Fidelity Flexible Spending and Reimbursement Accounts Services
Adding Direct Deposit Form	All	This form should be completed if the online process is not available to you.

FREQUENTLY ASKED QUESTIONS

How do I change my health or dependent care flexible spending account payroll deduction amount?

You can only make changes to your health or dependent care flexible spending account at annual enrollment or if you experience a qualifying life event such as marriage or birth of a child. Contact your employer for more information.

What do I do if a provider or my health insurance refunds me for an expense that I paid for with my benefit account or, I requested funds in error?

For a health care flexible spending account (FSA) or health reimbursement arrangement (HRA), you can submit a check along with the claim number to the standard PO Box on claim notifications for this repayment. Or you may call the phone number noted in the 'Need more help?' section of your NetBenefits Flexible spending and reimbursements accounts summary page to have the corresponding claim denied so that you can repay the claim within [NetBenefits](#). If the provider refunds your debit card, the account will be repaid, but you may need to contact the call center to make sure the refund applied to the correct claim.

Once I file a claim, how long does it take for my funds to be available?

Claim review occurs within 2 business days. Once your claim is approved, if you have a bank account added to your account this can take as little as 3 business days for those dollars to appear in your bank account. However, a paper check can take up to 7 business days to arrive. You can sign up for Direct Deposit. See [Link a bank account](#) above.

What do I do if my debit card declines or doesn't work?

Ensure you have activated the card and have logged into [NetBenefits](#) to accept your terms and conditions. Within your profile, confirm you have the correct and most recent card by verifying the last four digits. Check your balance and verify via your activity that there are no pending transactions you have not accounted for. If using the card at a retail pharmacy, ensure the item is coded as health care flexible spending account eligible. If you are still unable to determine the cause, check your NetBenefits AccessCard® and contact 833-811-7432. This will take you to the specific queue that handles debit card transactions questions only.

Can I use my account to pay for medical expenses for a spouse or eligible dependent?

Yes, you may use your funds without penalty to pay for qualified medical expenses for yourself, spouse, or eligible dependent even if they are covered under another health plan. Consult a qualified tax advisor for advice.

Can I enroll in both an HSA and a health care flexible spending account?

If you enroll in both an HSA and a flexible spending account (FSA) or health reimbursement arrangement (HRA), you cannot make contributions to the HSA for that coverage period if the flexible spending account (FSA) or health reimbursement arrangement (HRA) are "general purpose" arrangements that pay or reimburse for qualified medical expenses.

However, you still may be able to make contributions to an HSA even if you are also covered under a flexible spending account (FSA) or health reimbursement arrangement (HRA) if those benefit accounts are "limited purpose". Limited purpose flexible spending account (LPFSA) or limited purpose health reimbursement arrangement (LPHRA) are benefit types that restrict reimbursements to certain "permitted benefits" such as vision, dental or limited preventive care benefits. Other permissible combinations include "suspended HRAs" and "post-deductible" flexible spending account (FSA) or "post-deductible" health reimbursement arrangement (HRA). Consult with your tax advisor about your personal situation.

How can I grant my spouse access to my account?

You may submit a Power of Attorney Form or an Authorized Representative Form. A link to the forms section can be found at the bottom of the [Flexible spending and reimbursement accounts](#) page on [NetBenefits](#).

Need more help?



Call an account specialist



Forms and information

NETBENEFITS® FLEXIBLE SPENDING AND REIMBURSEMENT ACCOUNTS

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