



Unsubstantiated Claim Appeal

Under Internal Revenue Service (IRS) regulations, all payments made from Health Care Flexible Spending Accounts (FSA) and Limited Purpose Healthcare FSA (LPFSA) require third party substantiation documentation, unless the transaction is auto-substantiated, such as, pharmacy prescriptions, office visit copays, and Inventory Information Approval System (IIAS) items.

You are obligated to substantiate all eligible medical expense transaction(s) with adequate documentation, in accordance with IRS regulations. Substantiation consists of providing documentation, such as an itemized statement, detailed receipt, or an Explanation of Benefits (EOB) to verify that your transactions are eligible medical expenses according to IRS regulations.

How to Submit Substantiation Documentation:

There are three ways to submit substantiation documentation:

- Upload the receipt to the claim in your TASC Online Account.
 - Please refer to the Upload Substantiation section of the [ERA Participant Guide](#) for more information.
- Use the TASC Mobile App to photograph the receipt and attach it to the claim.
 - Please refer to the TASC Mobile App section of the [ERA Participant Guide](#) for more information.
- Submit the receipt with a printed copy of your Substantiation Notification via fax to 608-316-6097 or mail to TASC.

Substantiation Alternatives:

If you are not able to substantiate a claim with adequate documentation, you may also:

- Substitute an unsubstantiated transaction with another eligible expense.
 - To substitute a claim, you should complete the [ERA Claim Repayment Form](#) and select "Replacement Receipts."
 - Send the completed form and replacement receipts to TASC.
 - Note: The replacement receipts cannot include any previously reimbursed expenses.
- Repay the amount of the unsubstantiated transaction to TASC.
 - To repay a claim, you should complete the [ERA Claim Repayment Form](#) and select either "Electronic Funds Transfer" or "Check/Money Order."
 - Send the completed form (with check/money order, if applicable) to TASC.

IMPORTANT: Expenses incurred during the plan year, January 1 through December 31 of each year, must be substantiated by December 31 to avoid further action on your unsubstantiated claim(s). Claims that are not substantiated will automatically enter into a progressive recovery process.

The ERA Participant Guide, ERA Claim Repayment Form, and additional resources are available on the TASC landing page at <https://partners.tasconline.com/ETFEmployee>.

If you feel that you have substantiated all of your claims and received a Substantiation Notification in error, you can contact TASC Customer Care at 1-844-786-3947 or file an Unsubstantiated Claim Appeal to have this matter reviewed.

Unsubstantiated Claim Appeal:

To file an Unsubstantiated Claim Appeal, you should:

- Complete the Unsubstantiated Claim Appeal Form (see reverse side of this document).
- Attach a copy of your Substantiation Notification to the Unsubstantiated Claim Appeal Form.
- Attach a copy of all supporting documentation to the Unsubstantiated Claim Appeal Form. Supporting documentation can include: itemized statement, detailed receipt, EOB, or proof of timely submission.



- Send the completed Unsubstantiated Claim Appeal Form, Substantiation Notification, and supporting documentation to TASC Appeals at StateOfWIAppeals@tasconline.com with SOW Unsubstantiated Claim Appeals in the subject line of the email.

TASC will review your Unsubstantiated Claim Appeal. You and your human resource/payroll department will be provided with a written determination of your Unsubstantiated Claim Appeal.



Unsubstantiated Claim Appeal Form

Please read and complete each section.

Participant Information	
Participant Name	
Participant Address	
Participant Email Address	
Participant Phone Number	
Employer/Agency Name	
Human Resource/Payroll Staff Contact Name	
Human Resource/Payroll Staff Email Address	

Claim(s) Requiring Substantiation

TASC Card Transaction Date	Provider/Merchant	Total TASC Card Charge Amount	Unsubstantiated Amount	Date you Substantiated this Claim	Supporting Documentation Attached
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>

Reason for Appeal

I have enclosed all of the following:

- ☐ **Unsubstantiated Claim Appeal Form**
- ☐ Most recent **Substantiation Notification**
- ☐ **Supporting documentation**-Supporting documentation can include: itemized statement, detailed receipt, Explanation of Benefits (EOB), and proof of timely submission of substantiation.

Send the completed Unsubstantiated Claim Appeal Form, Substantiation Notification, and all supporting documentation to TASC Appeals at StateOfWIAppeals@tasconline.com with SOW Unsubstantiated Claim Appeals in the subject line of the email.



TASC Customer Care | Phone 844-786-3947 or 608-316-2408 | Email 1customercare@tasconline.com

SW-5941-122216

If someone represents you, complete the Authorization of Release form to allow us to communicate with your representative. The Authorization of Release form can be located on the TASC landing page at <https://partners.tasconline.com/ETFEmployee>.

Sincerely,

TASC Appeals Department

StateOfWIAppeals@tasconline.com

P.O. Box 70791 Madison, WI 53704

Phone: 1-844-768-3947 or 1-608-316-2408

Fax: 1-877-231-1287

TASC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-608-316-2408.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-877-533-5020 (TTY: 1-800-947-3529).



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