

Quick Guide to Using your TASC FSA Debit Card

The Basics of Using Your TASC Card

Why use the card?

The TASC Card is a MasterCard® debit card providing easy access to your FSA funds. Use your card to pay for eligible health care expenses including prescriptions, eyeglasses or contacts or for eligible dependent day care expenses. Eligible expenses are substantiated and paid at the point of purchase, eliminating the need to submit claims/requests for reimbursement.

NOTE: Please save your receipts and documentation in case there is a need for a particular expense to be substantiated.

How many cards will I receive?

You will receive one card in the mail at your home address. The card will arrive in a plain, white envelope. The card will have your unique TASC ID in the bottom corner of the card.

Your TASC Card will be activated automatically upon its first successful use.

Can I get additional cards?

Absolutely. You may request one card for a spouse or dependent at no charge.

If you need more than one additional card, you may order up to two more cards (for a total of three additional).

To order additional cards:

1. Log into BeneCenter.
2. Click the Spending Account Services button.
3. Click Manage My Card.
4. Click Request Card under the Dependent Card(s) section. Enter the data.
5. Click Submit.

Your additional dependent card(s) will arrive within 7-10 days of the request.

How long can the card be used?

The card is good for four years—so do not discard after you have depleted your FSA funds or at the end of the current plan year without checking your card expiration date.

Remember—MyCash reimbursement funds never expire and will be available until you spend or transfer them.



What if I lose my card?

Please notify Benesyst immediately of a lost or stolen card. You may do this in one of two ways:

- Call Customer Care 800-422-4661
- Request a new card online:
 1. Log into BeneCenter.
 2. Click the Spending Account Services button.
 3. Click Manage My Card.
 4. Click Reissue Card.
 5. Select Lost/Stolen as the reason
 6. Click Submit.

A new card will be issued and arrive within 7-10 days.

What is MyCash?

You can elect to have your online or manually submitted FSA claim reimbursements loaded into a special holding account in lieu of direct deposit to your bank account. The balance of your MyCash account can be viewed online and you can then access your reimbursement funds in multiple ways.

How do I access the money in MyCash?

You can access these funds in one of three ways:

- Swipe your card at merchants that accept MasterCard®
- Use the card to withdraw funds at any ATM (with a pin)
- Transfer the funds from the card to a personal bank account using your online FSA account

You are not restricted in the use of these funds because they were reimbursements of an FSA claim.

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How do I get a PIN for my card?

A PIN is required for ATM transactions. To establish a PIN:

1. Log into BeneCenter.
2. Click the Spending Account Services button.
3. Click Manage my Card.
4. Click Request PIN link.
5. Confirm the information is correct, click Submit.

Where can I use the card?

The FSA funds on your card can be used to pay for any FSA-eligible services. That means you can use the card to pay for:

- Doctor and dentist office co-pays
- Prescriptions and eligible over-the-counter (OTC) items at participating merchants. To verify if your store is eligible, please visit:
<https://sig-is.org/card-holders/store-locator>.

If you are using MyCash, those funds are held in a separate account and may be used for any expense you choose at merchants who accept major credit cards.

A great advantage of having MyCash on your card is that you can use the card to pay for both FSA-eligible and non-FSA-eligible expenses with one card swipe. The card is smart enough to automatically use the correct “purses” to pay for FSA-eligible and non-FSA-eligible items.

Can I use the card for online or mail order purchases?

Yes, as long as the purchases are FSA-eligible and the online merchant is a Participating Paperless Merchant. Simply write the FSA Debit Card number on the mail order or online form. Please note, if you use a 90% Rule merchant, you may be requested to provide substantiation for an expense if it does not meet a copay amount or recurring expense.

I used the card at my doctor’s office, why do I need to obtain and keep a receipt?

The IRS requires us to try to electronically verify all card transactions. You may receive notification if an expense:

- Doesn’t meet IIAS guidelines or
- Does not equal a copay amount or a recurring expense amount.

The email has a link to the Participant Summary page with all transactions requiring substantiation. To substantiate the purchase, download the VeriFlex Cover Sheet (available on the page) and fax it with detailed documentation to Customer Care using the fax number on the cover sheet.

You may continue to receive e-alerts until the receipt has been submitted.

What if I paid for service and insurance covered it?

Not a problem. Just follow the easy instructions below:

1. Return the money to your account by mailing a check. Those funds can then be used to pay for future FSA-eligible expenses in the current plan year.
2. Submit a substitute expense manually (paid using a method other than your card.)

Important Information:

The 12-digit number shown under your name on your FSA debit card is **your TASC ID**. When you contact Customer Care, you will be asked for your TASC ID to ensure we can see all of your information quickly and accurately to help you with your questions.

Your TASC ID will also show online in BeneCenter, once you have logged in. This provides you with two different easy-to-access methods of providing this number when requested.

