

# INELIGIBLE CARD TRANSACTION

## Asure Benefits Card

A card transaction may be ineligible for several reasons:

- The expense is not an eligible expense under the plan
- The expense was incurred prior to the current plan year
- You are not able to provide Asure with an itemized receipt

[Notice 2006-69](#), provides further guidance on the use of benefit cards.

IRS requires that to obtain an itemized receipt from your healthcare provider for every expense charged to your benefits card

Asure provides participants with 60 days from the first receipt request notice to submit the itemized receipt for that specific card charge. If a receipt is not provided, the expense that was charged to the card will be deemed as an ineligible expense and the card will be temporarily inactivated until the expense is settled.



## How to settle an ineligible card charge/expense –

### Option 1

“Offset” your unresolved transactions. To offset, you need to send in supporting documentation (itemized receipts) for *another* eligible expense(s) that you've paid out of your pocket and have not been reimbursed from your reimbursement account. Your expense(s) should equal or exceed the amount of the cost of the unresolved transaction. Be sure to write “offset” on the receipt(s). Please be advised, if your receipt(s) exceeds the cost of the unresolved transaction, you may be able to seek reimbursement for the additional amount. To receive a reimbursement you must complete the Reimbursement Request Form Your documentation can faxed to: 224-433-5229 or emailed to: [processingteam@emangrove.com](mailto:processingteam@emangrove.com). Asure will review your submitted documentation within 2-3 business days.

### Option 2

Repay the plan for the expense above. Mail a payment to Asure in the amount of the unresolved transaction. Please make the check payable to your employer, and mail the payment to Asure. Our mailing address is 5100 W Kennedy Blvd. Suite 300 Tampa FL 33609.

Questions?

You can reach Participant Services by calling 888-862-6272 or via email: [customercare@emangrove.com](mailto:customercare@emangrove.com)