

Spending Account Buying Center Frequently Asked Questions

Q: How do I access the Spending Account Buying Center?

A: Go to www.flexamerica.com and click on the Spending Account Buying Center icon that is located on the left side of the screen. When you enter the Spending Account Buying Center, you will have the option of selecting OTC (over-the-counter) items, vision (contacts and glasses) or hearing products or services.

Q: What is available via the Spending Account Buying Center?

A: You are able to purchase over-the-counter items, prescriptions, glasses, contact lenses, and hearing aids online as well as to make appointments for LASIK and hearing exams.

Q: Who do I contact if I have questions about the Spending Account Buying Center?

A: If you have questions regarding the drugstore.com website, contact drugstore.com's Customer Care Center at **1-800-378-4786**. If you have questions regarding the TruVision website, please contact a TruVision representative at **1-877-330-2020**. For questions pertaining to the claims process, the FlexAmerica Card or your FlexAmerica account please contact FlexAmerica's Customer Service Center at **1-800-567-0043**.

Q: Where do I send my claim if I make a purchase on the Spending Account Buying Center?

A: You may submit your claim online using FlexAmerica's eClaims service available at www.flexamerica.com for purchases made on these vendor websites. Or, you can submit a paper claim by downloading a claim form from www.flexamerica.com and either mailing or faxing the completed claim form with your receipts to FlexAmerica:

<p>FlexAmerica, Inc. 13511 Label Lane Suite 201 Hagerstown, MD 21740 Fax 301-564-5191</p>

TruVision Frequently Asked Questions

Q: How do I schedule a LASIK exam, a hearing exam or purchase contacts?

A: For any of these services, you need to contact TruVision at their toll-free number **1-877-330-2020**. For LASIK or hearing aids, a customer service representative will answer all your questions and schedule an eye or hearing exam for you. For ordering contacts, we first ask you to call in to set up an account and then you can purchase directly from the web thereafter.

Q: Are the products offered by TruVision covered under my healthcare spending program (FSA, HSA, HRA)?

A: LASIK, contact lenses and hearing aids are reimbursable items for all healthcare spending accounts unless your employer has a limited purpose plan.

Q: Can I use my FlexAmerica card to pay for any product offered by TruVision?

A: Yes, you can use your FlexAmerica card to pay for LASIK surgery, contact lenses or hearing aids.

Q: What if I don't have a FlexAmerica card? How would I get reimbursed?

A: You can get reimbursed by filing your claim online using FlexAmerica's Express Claims service available at www.flexamerica.com or by sending in a claim form along with your receipt to FlexAmerica.

Q: How do I obtain a receipt from TruVision?

A: It depends on the service. **TruVision LASIK** provides a receipt on the day of your procedure. **TruVision Hearing** provides a receipt along with your hearing aid(s) once the hearing aid(s) are purchased. **TruVision Contacts** will provide a receipt via email or mail on the day you order and pay for your contacts.

Q: Do I receive a confirmation for my eye exam?

A: Yes, you will receive an email confirming your eye exam appointment that was scheduled by TruVision.

Q: How do I find a local doctor for LASIK or Hearing?

A: Simply contact TruVision toll-free at **1-877-330-2020** and a customer service representative will provide you with all participating doctors in your vicinity.

drugstore.com Frequently Asked Questions

Q: What is drugstore.com's FSA Store?

A: The drugstore.com™ FSA Store is an online service that simplifies the use of Flexible Spending Account (FSA) programs. We clearly mark over-the-counter (OTC) products most likely to be eligible for reimbursement with this icon*:



Once you set up your account on drugstore.com, we keep track of all your FSA-eligible purchases and provide you with a receipt to submit to your administrator or to keep for your personal records..

Note: Although the IRS sets guidelines for FSA programs, individual employers have the final determination of which expenses are covered by their FSA programs.

Q: Do I need to set up an account at drugstore.com to make a purchase?

A: Yes. If you have never shopped at drugstore.com before, you will need to set up an account. Click on “sign in” at the top of the page, and then click on “create a new account”. You will need to enter in your e-mail address (your first name is optional) and create a password, then click “Continue”. You will receive an e-mail from drugstore.com once you have created an account.

Q: What can I buy at drugstore.com with my healthcare spending account?

A: In addition to standard healthcare expenses, you can buy aspirin, cough medicine, allergy medication, antacids and many other things that you typically keep on hand for treating what ails you! When you shop at drugstore.com it's easy to determine which products are qualified products, because they are all marked with this FSA icon:



Q: Can I pay for drugstore.com purchases with my FlexAmerica debit card?

A: Yes. The quickest and easiest way to access your account funds is to use your FlexAmerica debit card. At drugstore.com you can use your card online at the time of checkout and you won't have to file a claim. The money will automatically be deducted from your account and reflected in your online account balance.

Q: How do I purchase an FSA eligible item with my FlexAmerica Card?

A: Once you have selected the item(s) you would like to purchase, click on “Checkout”. You will then have to enter in your billing and shipping information. Then you will be asked to fill in your payment information, selecting MasterCard as the payment method if using the FlexAmerica Card. You will need to check the box next to “**Check here if this is a Flexible**

Spending Account eligible card". Then click on "Continue with checkout". You will then be able to review your order and place your order on the next page.

drugstore.com Frequently Asked Questions (cont'd.)

Q: What if my plan does not include a FlexAmerica debit card?

A: If your healthcare spending plan does not include a FlexAmerica debit card, or if you prefer to pay using another form of payment, you can still purchase items online using another credit card. You will just need to submit a claim form to request reimbursement from your FSA account. **Follow these easy steps to submit a claim:**

1. After your purchase is complete at drugstore.com, go to the FSA Manager under "your account" and print a receipt of eligible expenses.
2. File your claim online using FlexAmerica's eClaims service available at www.flexamerica.com or mail/fax in a claim form along with your receipt to FlexAmerica.
3. If mailing/faxing in your claim, download a FlexAmerica claim form at www.flexamerica.com here and fax or mail per the instructions along with your drugstore.com FSA receipt.

For additional information regarding eligible expenses and claim filing, please visit your participant website at www.flexamerica.com or call Customer Service at **1-800-567-0043**.

General Spending Account Questions @ drugstore.com

Q: What is a Flexible Spending Account (FSA)?

A: A Flexible Spending Account (FSA) allows consumers to deduct pre-tax dollars from their paychecks and deposit those funds in employer-sponsored accounts to pay for medical expenses - including over-the-counter, prescription, and vision health essentials. Consumers then submit expense receipts to healthcare administrators for reimbursement.

For more information about Flexible Spending Accounts (FSAs), contact your employer.

Q: What types of purchases are FSA-eligible?

A: Over-The-Counter (Non-Prescription) Items:

Over-the-counter health products are reimbursable if they are used to alleviate or treat personal injuries or sickness and are generally accepted as falling within the category of medicine or drugs. Examples include:

- Cough, cold, and allergy products
- Antacids
- Antifungal products
- Pain relievers
- First-aid products
- Dietary supplements, including vitamins, minerals, herbals, and botanicals, are covered when used to treat a current illness, but not when used for general health purposes.

We clearly mark products most likely to be eligible for reimbursement with this icon*:



Prescriptions and Contact Lens are also reimbursable. When you print an FSA receipt you will have the option to include a patient's prescription purchases on the receipt.

Note: Although the IRS sets guidelines for FSA programs, individual employers have the final determination of which expenses are covered by their FSA programs.

Q: How do I get a receipt for my FSA-eligible purchases?

A: drugstore.com account holders can print a receipt of all FSA-eligible purchases. To do this, go to "Print a Receipt" on the FSA Store home page. After you sign-in, select a date range. You can also choose to add prescription purchases to your over-the-counter purchases. After you click the continue button, a window will pop-up with a printable receipt that includes your FSA-eligible purchases for the date range you selected. Then, use your web browser to print the receipt.

Note: The receipt appears as a pop-up. If you have any pop-up blocking software running on your computer you will need to disable it to view your receipt.

General Spending Account Questions @ drugstore.com (cont'd)

Q: What is a Health Savings Account (HSA)?

A: A Health Savings Account (HSA) allows individuals and/or employers to contribute pretax dollars to pay for medical expenses - including over-the-counter, prescription, and vision health essentials - not covered by insurance policies. Unlike a Flexible Spending Account (FSA), unused funds do not disappear at year-end. HSA dollars roll-over year-over-year, which means that account holders build up balances to pay for medical expenses.

Account holders submit expense deductions on Schedule A, Form 1040 to the IRS. For more information on submitting deductions, go to the [Internal Revenue Service](#) Website.

For more information about Health Savings Accounts (HSAs), go to [Internal Revenue Service](#) Website.

Q: Do you identify HSA-eligible products?

A: As a rule of thumb, any product that is FSA-eligible is also HSA-eligible. Look for this icon also when identifying HSA-eligible purchases

