



Using Your Healthcare Payment Card

ConnectYourCare provides a convenient healthcare payment card to access account funds. You will receive this card in the mail. It will come in a plain white envelope with a ConnectYourCare return address.

Use your Healthcare Payment Card

Pay for qualified products and services directly at approved merchants (see sidebar). The money comes right out of your healthcare account. Although your healthcare payment card is a prepaid card, always select "credit" and sign for your purchases. No personal identification number, or PIN, is required to use the card.

Get Your Balance

By frequently checking your account balance online, you will have a good idea of the amount of funds available in your account. When you swipe your healthcare payment card, the system makes sure that your coverage is active and that you have sufficient funds in your account for the full amount. If not, the transaction will be denied. You can swipe the card for the amount left in your account and pay the difference with another form of payment.

Know What's Eligible

Familiarize yourself with what expenses are eligible from your employer's plan documents. Examples of eligible expenses are doctors' visits, prescription drugs and many over-the-counter medications. If you use the card for ineligible expenses, you may be asked to write a personal check to refund the plan.

Save Your Receipts

Although your healthcare payment card eliminates the need to file paper claims, the IRS requires that your charges be verified. Always save your receipts in case ConnectYourCare requests them to confirm a purchase or for tax purposes. Your online account will display a notice when receipts are needed.

Lost or Stolen Cards

Report a lost or stolen card immediately to ConnectYourCare by calling toll-free 1-877-292-4040



Use Your Card At Approved Merchants

Your card has been programmed to work only at merchant locations that are designated as healthcare merchants based on their Merchant Category Code (MCC).

Examples of qualified merchants include doctor's offices and hospitals. The card should only be used to pay for eligible medical expenses, and you should always save your receipts.

You will not be able to use your healthcare payment card at locations that are not approved healthcare merchants.

For purchases at those locations, you can pay with other means, then submit a request for reimbursement through your online account at:

www.connectyourcare.com