


HCRA Frequently Asked Questions

Open Enrollment

Nov. 16 – 30, 2009

Online only — 100% paperless 

The following Q&A will give you a better understanding of this flexible spending account, which is used by a growing number of employees to pay non-covered health care expenses.

Q. Do I need to enroll in the HCRA during Open Enrollment in order to receive my \$200 of company-provided coverage?

A. No action is required on your part to receive your \$200 in company-provided coverage. Beginning Jan. 1, 2010, your HCRA account, which is administered by ADP Benefits Services, will automatically reflect your company coverage of \$200. While an employee contribution is not required, you may want to consider contributing your own money into the HCRA so that you can use pre-tax money to reimburse yourself for uninsured health care expenses.

Q. I want to contribute my own money to my HCRA in addition to the \$200 company-provided coverage. What do I need to do?

A. You will need to make an election during Open Enrollment if you want to put your own money — above the \$200 company-provided coverage — into your HCRA for 2010. The minimum annual employee contribution level for 2010 is \$120, which means you can enroll for just \$10 per month.

Q. What types of expenses can be reimbursed using my HCRA?

A. Your HCRA enables you use pre-tax money to pay for a wide variety of expenses that are eligible for reimbursement. These include co-payments and deductibles, plus various health-related products and services — from over-the-counter medicines to chiropractic care to dental care to laser eye surgery — and much more. ADP's Web site offers a listing of eligible HCRA expenses.

Q. How does the HCRA claim process work if I'm covered by the company-sponsored Anthem medical plan?

A. ADP will use an electronic system called "Auto-claims Rollover" that eliminates the use of paper forms for co-payments and deductible expenses for Anthem participants. As eligible expenses¹ are incurred and your medical claims are processed by Anthem, your out-of-pocket expenses will be electronically transferred on a bi-weekly basis from Anthem to ADP and processed according to your available HCRA balance.

This eliminates the need for you to fill out paper claims for out-of-pocket expenses processed by the company's sponsored Anthem medical plan, making reimbursements for your monthly prescriptions, deductibles and doctor co-payments easier than ever.

The Auto-claims Rollover feature is only available to employees on the company-sponsored Anthem medical plan. If you waived medical coverage, you must file your claims with ADP using a Health Care Claim Form.

Q. Can I opt out of the Auto-claims Rollover feature?

A. No. ADP does not allow individuals to opt out. All employees

have to have the same filing process — either everyone has to file paper forms for uninsured Anthem expenses, or everyone has to have auto-claim rollover filing.

Q. How do I file a claim for eligible HCRA expenses that will not be filed with the Auto-claims Rollover feature?

A. You need to submit a paper Health Care Claim Form along with itemized documentation and fax or mail the form and documentation to ADP. The supporting documentation (receipts or billing statements) must state the vendor's name, vendor's contact information, purchase date, a description of the expense(s) and the expense amount. The Health Care Claim Form has more information about the paper filing process.

Q. How will I receive my HCRA reimbursements?

A. ADP offers reimbursement through direct deposit or a paper check can be mailed to your home address. If you are a current HCRA participant, you can take advantage of direct deposit by accessing ADP's secure Web site at <http://www.flexdirect.adp.com>. If you will be a new HCRA participant in 2010, you must wait until Jan. 1, 2010, to access your personal HCRA account to enter your direct deposit information.

Select the Participant Profile tab and answer **Yes** to the Direct Deposit option. Then, enter the necessary information, such as your checking account and routing numbers. This information will not be accepted over the phone.

Q. How do I monitor my personal HCRA account with ADP?

A. After Jan. 1, 2010, you can log onto ADP's Web site at <http://www.flexdirect.adp.com> to view your 2010 account and to track the status of your reimbursements. If you are a new HCRA participant, you'll need to register first. If you do not have Web access, you may call ADP's customer service telephone number at 1-800-654-6695.

Q. Who is ADP?

A. ADP Benefit Services is the claims administrator for the HCRA.

Q. My spouse has an HCRA with his/her employer and uses a debit card to make payments. How does that affect my HCRA?

A. The IRS does not allow you and your spouse to request reimbursement for the same medical expense. As a condition to obtaining the debit card, your spouse had to agree in writing that the debit card would not be used to pay for expenses already reimbursed and that your spouse would not seek reimbursement for any expense already paid with the debit card ("double-dipping").

1) The Auto-claims Rollover feature is not applicable for certain claims such as claims adjustments, workers' compensation, duplicate claims, dental claims, vision claims or Coordination of Benefits processing, in addition to other examples. For details, contact ADP online or call 1-800-654-6695.

Since our medical coverage and the HCRA have the Auto-claims Rollover feature, reimbursement will be requested for deductibles and co-payments. To ensure that you don't "double-dip," you should wait until you have depleted all of your HCRA account before using your spouse's debit card for these expenses.

You might want to consider just enrolling in the company's HCRA plan. The annual maximum is \$7,500, allowing you to contribute even more in our HCRA plan on a pre-tax basis.

Q. Is our HCRA plan the same as a health Flexible Spending Account?

A. Yes. The two terms are one and the same.

Q. Can I carry over my unused HCRA account to 2011?

A. No. The plan does not allow you to receive any unused money left in your account at the end of 2010. This means any of your money and any of the \$200 of company provided coverage that is not used for eligible expenses incurred in 2010 is forfeited.

Q. What is "double dipping"?

A. Consider the following scenario: Your spouse, an employee of Jefferson County Public Schools, has a flexible spending account through his/her employer and has health insurance through your Anthem plan. As an E.ON U.S. employee, you have a Health Care Reimbursement Account with a balance of at least \$200.

At the pharmacy, your spouse uses his/her flexible spending account's debit card to pay for a prescription co-payment. Also, because of Anthem's electronic Auto-claims Rollover, the prescription co-payment is filed automatically as a claim against your HCRA provided by E.ON U.S.

Because of this, you will "double dip" when the same prescription co-payment is claimed against both your spouse's flexible spending account and your HCRA. And that's a no-no, according to the Internal Revenue Service.

In the above scenario, as a condition to receiving the flexible spending account's debit card, the spouse had agreed in writing not to use his/her card in a manner that would trigger a duplicate claim. So, it's important to correct these duplicate claims immediately.

Q. What do I do if I've double-dipped?

A. ADP, the claims administrator for your HCRA, instructs employees to do the following if the same claim has been reimbursed by two flexible spending accounts:

1. If you received a check from ADP for an expense that has also been filed against your spouse's flexible spending account, write "do not re-issue" on the back of the check from your HCRA and return it to:

2. If you've received payment from your HCRA via direct deposit or have cashed your check, you will need to repay ADP for the amount. To do so, write a check for the claim amount and mail it to the address above. Be sure to write the claim number on your check.

ADP suggests employees include a copy of the statement that arrived with the ADP paper check or the direct deposit advice. The statement should be sent to ADP along with the personal check and an explanation that payment is being made to offset a duplicate claim filed with two flexible spending accounts.

ADP customer service representatives understand double-dipping can happen. Representatives are available at 1-800-654-6695 to answer any questions you have about correcting duplicate claims or about your HCRA in general.

Q. How can I avoid double-dipping?

- A. To prevent double-dipping, households with two flexible spending accounts should first use their HCRA from E.ON U.S. until the entire balance is depleted before using the second account provided through another employer.² Once your HCRA is depleted, you can begin using the other account to pay your non-insured health expenses.

We suggest that you deplete your HCRA from E.ON U.S. before using your household's second account.

Q. How do I get direct deposit for my HCRA?

- A. To get direct deposit, visit the ADP Web site. First-time users should click the registration link under **Participant Login**. Enter your Social Security number and ZIP code, then follow the prompts to establish your permanent user ID and password.

After entering your user ID and password, click **Participant Profile** from the landing page, then select **Yes** to the direct deposit option. Enter the necessary information, such as your EFT checking account number and the EFT routing number that appear on your checks.

When finished, select **Update Information**. Direct deposit will be in effect in approximately 10 business days. If you have any questions, call ADP at 1-800-654-6695.

² Do not use your household's second flexible spending account with a debit card first because card payments will still be filed with your HCRA due to the Anthem's electronic Auto-claims Rollover process that files your Anthem co-payments and deductibles with ADP.