FlexChoice A customized benefits experience.



Healthcare FSA



Overview

Even with insurance, healthcare expenses can add up. A Healthcare FSA is a pre-tax benefit account used to pay for out-of-pocket medical, dental and vision services for you and your family. This employer-sponsored benefit allows you to put away pre-tax dollars to pay for eligible expenses. By contributing from your pre-tax income you'll save on federal, state and FICA taxes.

How does it work?

- **Enroll** during your open enrollment period, or mid-year if you are new to the company or have experienced a change in family status. Keep in mind that elections cannot be changed unless you have a qualifying event and unused funds may be forfeited at the end of the year. Check your plan's Summary Plan Description for full details on plan rules.
- Access your full annual election amount at any time after the effective date of your enrollment. Contributions will be made conveniently through payroll deductions spread evenly throughout the year.
- **Spend** your funds easily using the Benny Debit Card to deduct expenses directly from your account. If you are not able to use the Benny Debit Card, simply submit a claim and upload your receipt online for reimbursement from your account. Sentinel reimburses claims every Friday and can automatically deposit to your bank account.

4 Manage your account online at sentinelgroup.com or on-thego using our mobile app.Your online account allows you to check account balances, file a claim, view account history and more.

What does it cover?

- Prescription drug co-payments
- Health plan deductibles and co-insurance
- Doctor and emergency room co-payments
- Contact lenses, eyeglasses and LASIK surgery
- Out-of-pocket dental expenses
- Over-the-counter medicines

Get the answers you need

- Access our online Help Center 24/7 at help.sentinelgroup.com.
- Connect with us online at <u>sentinelgroup.com</u>. Select "I am an Individual" and click the Contact Us button to reach us via chat or email, or request a call back.
- Call us Monday–Friday 8:00am–6:00pm at (888) 762-6088.



FlexChoice Reinbursement Account Dverview



Welcome to Your FSA

We have put together this guide to help you get the most out of your flexible spending account (FSA). The FSA is a great way to help save money on your out-of-pocket medical and dependent care expenses. Employees enrolled in this program will save on federal, state and FICA taxes. The following pages contain commonly asked questions that come up in regard to using the account. The answers will help you make the best use of Sentinel's FSA services.

Your Online Account

A good starting point in using your flexible spending account is to set up your online account. Go to sentinelgroup.com and select "I am an Individual." From the login box dropdown menu, select "FSA, HSA, HRA, and Commuter Accounts." Once you are on the Login web page, click "Get Started" in the New User section. Enter the required information and press "Next."

Your online account enables you to:

- File a claim online
- Upload receipts and track expenses
- View up-to-the-minute account balances
- View your account activity, claim history and payment (reimbursement) history
- Report a lost/stolen card and request a new one
- Update your personal profile information
- Change your login ID and/or password
- Download plan information, forms and notifications

Home

The **Home** page is easy to navigate:

- Easily view your account balance in the Accounts section of the home page.
- The IWant To... section contains the most frequently used features, including filing a claim.
- Access the Accounts menu at the top of the page to view and manage your accounts.
- The Message Center section displays alerts and relevant links that enable you to stay in the know.
- The Quick View section graphically displays some of your key account information.

Accounts

For an overview of your accounts, select **Account Summary** from the Accounts menu at the top. To view your full account activity, select **Account Activity** from the Accounts menu at the top. Use the drop-down menu to toggle back-and-forth between multiple accounts. Claims and payment details may also be accessed through the Accounts menu.

Profile

From your **Profile** page, you can do the following:

- Update your personal information
- Add dependents
- Set up your reimbursement preference
- Manage your Benny Card
- Change your login information

Statements & Notifications

From your **Message Center** page, you can view the following:

- Receipt reminders
- Account statements
- Direct deposit confirmations
- Denial letters

Tools & Support

Visit the Tools & Support page to:

- Access plan forms
- View detailed benefit plan information
- View helpful tips and quick links

Expense Tracker

The **Expense Tracker** provides you with an easy-to-use consolidated view of healthcare expenses for ongoing management of medical claims, premiums, and card transactions. From here you may:

- Add and view expenses
- > Process payments/reimbursements for unpaid expenses
- Link your health insurance claims to your FSA

Eligible Expenses

What are the top 5 most commonly submitted eligible FSA expenses?

- Prescription drug co-payments
- Office visit co-payments
- Eye care (eyeglasses, contacts, contact lens solution, etc.)
- Dental work
- Vaccinations/immunizations

What are the top 5 most commonly submitted ineligible FSA expenses?

- Vitamins*
- Massage therapy*
- Supplements (e.g., Benefiber/Metamucil)*
- Cosmetic dentistry and other cosmetic procedures (e.g., teeth whitening)
- ▶ Toothbrush/toothpaste

Where can I find a list of eligible FSA items?

You can access the list by visiting sentinelgroup.com as well as through your online account by logging in and choosing the **Tools & Support** option at the top of the screen.

*Eligibility requires a yearly physician's letter stating medical necessity for treatment of a specific diagnosed medical condition.



Using Your FSA

You can take advantage of your FSA at anytime during the plan year. Any money that you do not spend will be forfeited. This is considered a "use or lose" benefit. Money cannot roll over from year to year (unless your plan has elected the Health FSA carryover provision). Sentinel offers three convenient ways for you to utilize the benefits of the plan (depending on the plan provisions).

Option 1

Sentinel's FSA Debit Card: The Benny Card

Participants that take advantage of the Benny Card will enjoy an 80% auto-adjudication rate which means that, in most cases, you will not need to submit documentation of your activity to Sentinel. Instead, the transaction will automatically reduce your account balance. Even better, you will not need to pay out-of-pocket and wait to be reimbursed.

How do I activate the card upon receipt?

The Benny Card can be activated by calling the number located on the sticker on the front of the card when it is first received. Even though you will receive two cards, you only have to call once to activate both. They will be available for use within 24 hours of activation.

Why did I receive two cards?

You are issued two cards so you can choose to make the second card available for a spouse or dependent. Both cards come in your name, but since the Benny Card is signature-based, your spouse or dependent just needs to sign the back of the card and it is their card to use.

How do I request new or additional cards and/or report a missing debit card?

From the **Home** page, hover over **Accounts** and select **Banking/Cards** from the **Profile** section. Under the Debit Cards column, click **Report Lost/Stolen or Order Replacement** and follow the instructions.

Should I select "Credit" or "Debit" when making a purchase?

Your card can be used as either "Debit" or "Credit." In order to use the card as a "Debit," you must establish your own PIN by calling the number located on the card and walking through the setup instructions.

Will I be required to substantiate a debit card claim and how will I be notified?

If, upon adjudication of a debit card swipe, backup documentation is needed to substantiate a claim, Sentinel will send you an email if we have an email address on file and the password for this secured document will be the last 4 digits of your Benny Card. Otherwise, we will send you a letter via mail. You must provide the receipt for the eligible expense or payment in lieu of receipt. This is why it is important to always hold on to your receipts when using your Benny Card.



Option 2

Electronic Claim Submission

If you pay out-of-pocket for an eligible expense, submitting a claim request online via Sentinel's secure website is the quickest and easiest way to be reimbursed. You can immediately verify that your request has been received by Sentinel. In addition, you can upload your required substantiation (receipts, EOB, etc.) using our upload tool. Scanned substantiation completely eliminates the need for paper and will automatically attach to the claim(s) you have entered.

How do I file a claim and upload a receipt online?

- I. On the Home page under the I Want To... section, select **Reimburse Myself** to request reimbursement to yourself or **Make a Payment** to pay a third party directly from your account.
- **2.** The claim filing wizard will walk you through the request, including entry of information, providing payee details and uploading a receipt.
- 3. For submitting more than one claim, click Add Another from the Transaction Summary page.
- When all claims are entered in the Transaction Summary, agree to the terms and conditions, then click Submit to send the claims for processing.
- 5. The Claim Confirmation page will display. You may print the Claim Confirmation Form as a record of your submission. If you did not upload a receipt, you can upload the receipt from this screen or print a Claim Confirmation Form to submit to Sentinel with the required receipts.

Can I submit a claim from my phone or other mobile device?

Included in the functionality of our mobile application is the ability for participants to file new claims and submit associated receipt images all from their phone or other mobile device. You can submit a claim, take a photo of your supporting documentation, and attach the image to the claim.

Important Note: If you see a **Receipts Needed** link in the Message Center section of the **Home** page, click on it. You will be taken to the **Claims** page where you can see the claims that require documentation. You can easily upload the receipts from this page. Simply click to expand the line item to view claim details and the upload receipts link.

Option 3

Download a Claim Form and Submit

Complete a paper claim form, then fax in the form with receipt(s) or substantiation to our secure Flexible Spending fax line.

Where can I get the claim form?

You can access the FlexChoice claim form by logging into your account at sentinelgroup.com and clicking the **Tools & Support** option at the top of the screen.

What is the fax number for claims?

If you choose to fax in your FSA claim with copies of receipt(s) or substantiation, the secure fax number to use is (781) 213-7301.



Claim Approval

A completed claim form signed by the participant is needed (unless submitted online) as well as the receipt(s) or substantiation. To ensure that the request for reimbursement is approved and paid timely, the following information is required:

Medical

- Date service was rendered
- Description of service or item
- Name of provider of service
- Your out-of-pocket cost
- Name of the person receiving the service
- Proof of purchase

Dependent Care

- Date(s) service was rendered
- Name of provider of service
- Amount charged
- Name of the person receiving the service
- Tax ID# or Social Security Number of the Service provider
- Signature of the caregiver or a canceled check or receipt from the caregiver if one exists

Important Notes Regarding Claim Approvals:

Providing just a credit card receipt/statement or bank statement is not an acceptable form of documentation for reimbursement. Please note that all expenses must be itemized. You should keep all receipts or other substantiation of claims in case of an audit of your personal tax return.

Reimbursement

Once claims are submitted and approved, Sentinel will process reimbursements and issue payments. Payments are issued every Friday (excluding certain holidays).

What is the time frame for reimbursement?

Sentinel promises that any claim entered online with substantiation or faxed claims received, in good order, by 5 p.m. ET on a Wednesday will be paid out the following Friday (as long as claim is approved).*

What happens if a holiday falls during the week?

During holiday weeks, claims will have to be received by Tuesday at 5 p.m. ET in order to be approved for Friday payment. If the holiday falls on a Friday, the payments will be issued on Thursday.

What are my options for being reimbursed?

The quickest option for reimbursement is direct deposit. You can enter an email address so you are notified when any direct deposit goes out to you. Alternatively, you can be set up to receive a paper check sent directly to your home address. Both direct deposits and checks are issued each Friday (excluding certain holidays).

How can I manage or change my reimbursement method?

- I. From the Home page, under the Tools & Support tab, click Change Payment Method under the How Do I section.
- Select Reimburse Myself Using Direct Deposit and click Change Payment Method. The Add Bank Account: Direct Deposit Setup page displays.
- 3. Enter your bank account information, and click Submit.

Expense Tracker

To view and manage all expense activity in one place, use the Expense Tracker. On the **Home** page, choose **Expense Tracker** from the top menu. The Expense Tracker provides you with an easy-to-use consolidated view of expenses for ongoing management of expenses, claims, and card transactions. Easily filter expenses by clicking on the filter options on the navigation pane on the left side of the screen or by clicking on the field headers within the Expense Tracker. You can search for specific expenses using the search field on the bottom left side of the screen. Expenses can be exported into an Excel spreadsheet by clicking on the **Export Expenses** button on the upper left side of the page.

Why should I use the Expense Tracker?

The Expense Tracker allows you to import and store expenses that can potentially be reimbursed through your plan. It serves as a "virtual shoebox" to store expense information and receipts that can be referenced in the future, either for your own tracking or for submission as a claim.

How do I add an expense to the Expense Tracker?

- From the Expense Tracker, click on the Add Expense button on the upper left side of the page.
- **2.** Complete the expense detail fields. You can even upload a copy of the receipt and add notes for your records.
- 3. Once the expense has been added to the Expense Tracker, you can pay the expense, if desired.

Can I request payment for an expense from the Expense Tracker?

You may process payments/ reimbursements for unpaid expenses directly from the **Expense Tracker** page.

Expenses will be categorized and payment can be initiated for unpaid expenses by clicking on the button to the right

of the expense details.

I. Simply choose which expenses you would like paid and you will be presented with the eligible accounts from which you can initiate payment.

- When you click Pay, the claim details from the Expense Tracker will be pre-populated within the claim form. Review and edit the claim details as needed.
- **3.** You will have the option to either request a reimbursement to yourself or, pay the provider.

How do I edit an existing expense in the Expense Tracker?

You can edit expense details for all claim statuses directly

from the **Expense Tracker** page.

- **I.** Expand the claim details by clicking on the expense line item from the Expense Tracker.
- 2. You will be presented with options to add expense notes, update the expense details, mark the expense as paid/ unpaid, or remove the expense from the Dashboard.



Rules, Rights & Information

If I do not use up all of the money I elected for the year, do the remaining funds carry over to the next year?

It depends. Some employers have elected the carryover provision for the Health FSA benefit. If this is the case, your Health FSA funds will roll over from one plan year to the next (up to the IRS carryover limit). Please note that Dependent Care FSA benefits do not roll over. It is important during your election period to make an educated estimate of what your expenses will be throughout the year in order to provide the most beneficial cost savings for you and your family.

In what situation can I change my election during the plan year?

Upon electing coverage under a cafeteria plan, your election is irrevocable until the end of the Plan Year unless:

- > You experience a change in status (explained below)
- > You experience a significant cost of coverage change
- ▶ There is a termination of employment
- > There is an approved leave of absence

What is considered a "Change in Status Event"?

There are certain life-changes that will allow you to change or cancel your coverage under a cafeteria plan. For a change to an existing election to qualify, the change in status must be due to one of the following reasons:

- Change in legal marital status
- Change in the number of tax dependents
- Commencement of employment (including spouse or dependent)
- Termination of employment (including spouse or dependent terminations)
- Change in work schedule which affects benefit eligibility
- Change in place of residence or work which affects the coverage in a benefit plan

Where do I go to find out more information about my plan?

Visit our website at sentinelgroup.com to learn more about your benefits and get the latest news and information.You can also find information specific to your plan by logging in to your online account, selecting **Tools & Support** at the top of the screen, and reviewing the information in the **Plan Summaries** section.

What if I have a specific question on my account?

If you have any questions specific to your account, please call our Service Center at (888) 762-6088, Monday through Friday, 8 a.m. - 6 p.m. ET, excluding certain holidays.



Know Your Healthcare FSA: What's Eligible & What's Not

Eligible Health Care Expenses

Caring for the Handicapped

- Service dog
- Special education for the blind
- Tuition at special school for handicapped

Child Birth & Well-Being

- Breast pumps & lactation supplies
- Birthing/Lamaze
- Childbirth expenses (physician, hospital, etc.)
- Midwife services

Dental

- Bridges
- Crowns (non-cosmetic)
- Dentures and care products
- Exams and teeth cleaning
- Fillings
- Gum treatment
- Implants
- Occlusal guards
- Oral surgery
- Orthodontia
- Root canals
- X-Rays

Family Planning

- Condoms
- Fertility treatments
- Oral contraceptives
- Pregnancy test kit
- Tubal ligation
- Vasectomy
- Abortion

Hearing

- Hearing aid devices and batteries
- Hearing exams
- Telephone for the hearing impaired

Lab Exams & Tests

- Blood tests
- Body scans
- Cardiographs
- Cholesterol testing
- Laboratory fees
- Mammograms
- Radiology
- Urine/stool analysis
- X-Rays

Medical Equipment

- Artificial limb/prosthetics
- Asthma flow meters
- Autoette/wheelchair
- Blood pressure monitors
- Blood sugar test kit/strips
- Custom orthotic
- Diabetic Supplies
- Glucose kits, monitors and testers
- Heart rate monitors
- Medic-alert bracelet
- Nebulizers/Vaporizers
- Prosthesis
- Syringes

Medical Procedures

- Acupuncture
- Breast reconstruction surgery (following mastectomy due to disease)
- Operations (non-cosmetic)
- Organ donor's medical expenses
- Surgical fees

Miscellaneous

- Ambulance service
- Co-insurance and co-pays
- Deductible eligible expenses
- Hospital services
- Insulin
- Transportation expenses incurred for the rendering of medical services

Routine or Preventative Care

- Flu shots
- Immunizations/Vaccinations
- Physical exams

Specialists

- Chiropractor
- Dermatologist
- Osteopath
- Psychiatrist/Psychologist

Therapy

- Alcoholism treatments
- Drug dependency treatments
- Physical therapy
- Smoking cessation programs
- Speech therapy

Vision

- Artificial eyes
- Contact lenses & cleaning solutions
- Eye examinations
- Eye surgery
- Eyeglasses
- Laser eye surgery/LASIK
- Prescription sunglasses
- Seeing eye dog and its upkeep



Over-the-Counter

- Allergy medicine
- Antacids/acid reducers
- Anti-itch creams
- Antihistamines
- Bandages
- Cold and Flu medicine
- Cough suppressants
- Cold sore/fever blister ointments
- Callous and corn removers
- Crutches
- Cushions, pads, arch supports
- Eye drops
- First-Aid kits
- Gauze and gauze pads
- Heating pads
- Hot/cold packs
- Hydrogen Peroxide
- Incontinence supplies for adults
- Laxatives
- Medical tape
- Menstrual care products
- Pain relievers
- Pedialyte for child's dehydration
- Rubbing alcohol
- Sunscreen (SPF |5+)
- Supports and braces
- Thermometers
- Toothache/teething gels

For more information call (888) 762-6088, or visit <u>www.sentinelgroup.com</u>.

Expenses marked with an asterik () are "potentially eligibile expenses" that

require a Note of Medical Necessity from your health care provider to qualify for reimbursement.

Note: This list is not meant to be all-inclusive. For a full list please refer to IRS Code Section $2 \mid 3(d)$.

Ineligible Health Care Expenses

- Christian Science practitioner*
- Compression hosiery* (for treatment of varicose veins)
- Cosmetic Surgery/Procedures
- Dancing/Exercise/Fitness Programs*
- Diaper Service
- Doula*
- Electrolysis
- Exercise Equipment/Personal Trainers
- Fiber supplements*
- Glucosamine/Chondrotin*
- Hair Loss Medication
- Hair Transplant
- Handicap automobile modifications*
- Health Club Dues*
- Herbal supplements*
- Humidifier*
- Insurance Premiums and Interest
- Lactation consultant*
- Language training for disabled child*
- Laser hair removal
- Lead-based paint removal*
- Long-Term Care Premiums
- Marriage Counseling
- Massage*
- Maternity Clothes
- Mentally handicapped or disabled person's cost for special home*
- Nutritionist*
- Orthopedic shoes* (to the extent the cost exceeds that of normal shoes)
- Prenatal vitamins*
- Psychoanalysis*
- Special food/beverage* (cost difference from regular food purchase)
- Special formula*
- Stem cell harvesting*
- Swimming Lessons
- Teeth Bleaching or Whitening
- Vitamins or nutritional supplements*
- Weight-loss program*
- Wig*



Dependent Care FSA



Overview

Being a working parent or guardian comes with significant financial responsibility. A Dependent Care Flexible Spending Account (FSA) is a pre-tax benefit account used to pay for the care of your child or other qualified dependent while you are working. Paying for these expenses using pre-tax funds can add up to some big tax savings.

How does it work?

- **Enroll** during your open enrollment period, or mid-year if you are new to the company or have experienced a change in family status. Keep in mind that elections cannot be changed unless you have a qualifying event and unused funds may be forfeited at the end of the year. Check your plan's Summary Plan Description for full details on plan rules.
- **2 Build** your account balance through payroll deductions withheld from each paycheck. Funds become available as deductions are deposited to your FSA account.
- **Get reimbursed** for qualified expenses by submitting claims online. Sentinel reimburses claims every Friday and can automatically deposit to your bank account. Please note, a tax ID number is required for all providers when submitting claims. If your provider accepts the Benny Debit Card simply swipe your card to deduct expenses directly from your account up to your current available balance.

Manage your account online at sentinelgroup.com or onthe-go using our mobile app. Your online account allows you to check account balances, file a claim, view account history and more.

What does it cover?

- Day care
- Pre-school
- After-school care
- Summer day camp
- Elder care
- Care for disabled dependents of any age

Get the answers you need

- Access our online Help Center 24/7 at <u>help.sentinelgroup.com</u>.
- Connect with us online at <u>sentinelgroup.com</u>. Select "I am an Individual" and click the Contact Us button to reach us via chat or email, or request a call back.
- Call us Monday–Friday 8:00am–6:00pm at (888) 762-6088.



Your Dependent Care FSA: What's Eligible & What's Not

Eligible expenses under a Dependent Care FSA are defined as those that enable the participant or the participant's spouse to work or to look for work. For purposes of a Dependent Care FSA plan, a "qualified dependent" must be under the age of 13, unless mentally or physically handicapped. Per IRS regulations, the service provider cannot be an individual under the age of 19 whom a personal tax exemption may be claimed and/or a child of the participant or spouse.

Eligible Dependent Care Expenses

- After-school care or extended day programs
- Babysitters (not for social events)
- Caregivers for a disabled spouse or dependent who lives with the participant
- Child care centers that care for six or more children and that meet the IRS's definition of a qualified day care center
- Day camps
- Household expenses provided that a portion of such expenses is incurred to ensure a qualifying dependent's
- well-being and protection
- Nursery schools
- Transportation services provided by the dependent care provider
- Elder care for taxable dependents
- Au pair
- Nanny
- Pre-school (through pre-K)

Ineligible Dependent Care Expenses

- Babysitting for social events
- Educational expenses
- Expenses deducted from personal income tax return (dependent care)
- Kindergarten
- Overnight Camps
- K-12 Tuition

For more information call (888) 762-6088, or visit <u>www.sentinelgroup.com</u>.

Important Note: A tax ID number (EIN or SSN) is required for all service providers when submitting claims for reimbursement.



Dnfine access to your information

Your Account Online — All the Time

Your reimbursement plan helps you keep money in your pocket by giving you the flexibility to manage your account however you choose. Log in to your account at sentinelgroup.com to:

- Check your account balance
- View your claim history and submit a paperless claim
- Sign up for direct deposit reimbursement
- Access plan statements and forms
- Manage your Benny Cards

If you have questions about your account, contact us online at sentinelgroup.com or call 888-762-6088, Monday through Friday, 8:00 a.m. to 6:00 p.m.



How to Register Online

When you register online with Sentinel Benefits, you will be able to gain access to your account.

Go to **sentinelgroup.com** and select "I am an Individual." From the login box dropdown menu select "FSA, HSA, HRA, and Commuter Accounts." Once you are on the Login web page, click "Get Started" in the New User section. Enter the required information and press "Next."

Mobile App

The Sentinel Benefits app gives you real-time access to your retirement account balances, and through a direct launch of the Sentinel Reimbursement Accounts app, you now have access to a whole list of features, including: your reimbursement account balances, account activity and transaction details, text message alerts to your phone, and the ability to submit health care claims and upload receipts using the your mobile device's camera. It's fast, easy and secure!

Simply search for "Sentinel Benefits" and download the application from the iTunes App Store or Google Play. In order to log into your reimbursement account, you will also need to download the "Sentinel Reimbursement Accounts" app. If you currently access your accounts online, you're ready to go. Simply choose "My Reimbursement Account" and enter your login information to access your account.



Manage your heafth benefits on-the-go

Download our Sentinel (FSA, HSA, HRA) Mobile App from the App Store or Google Play

Get secure, around-the-clock information at your fingertips

- ▶ View account activity and check balances
- Make an HSA contribution or distribution
- Enter and track expenses
- Make a payment from your account
- File FSA/HRA claims with receipt images
- Scan or view eligible expenses, and more!

To get started, follow these three simple steps:



Download the Sentinel (FSA HRA HSA) Mobile App from the App Store or Google Play

- Login using your existing Username and Password
- Use Fingerprint Login to begin using the Mobile App



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