

## *Ka 'Upena Kokua*



### THE STATE OF HAWAII *ISLAND FLEX FLEXIBLE SPENDING ACCOUNTS*

#### Questions and Answers

This information is intended to give you a summary of the important items to consider if/when you leave State government employment.

**Q1: *What is Island Flex Flexible Spending Accounts?***

*Island Flex* flexible spending accounts is an employee benefit program that provides you with a way to pay for your eligible health care expenses (Medical FSA) and dependent care expenses (Dependent Care FSA) with BEFORE-TAX money.

**Q2: *How do I know whether I am participating in Island Flex?***

If you are participating, your paycheck stub will show two or three of the following codes under the "DEDUCTIONS/REDUCTIONS" column:

- FA200, Administration fee
- FD200, Dependent Care FSA
- FM200, Medical FSA

**Q3: *If I am enrolled in Island Flex, what happens when my employment terminates?***

Your participation in *Island Flex* will end on your termination date. Eligible expenses for services performed up to your termination date may be reimbursed to you. And, you have 90 days after your termination to turn in receipts to the *Island Flex* claims processor for eligible expenses incurred prior to your termination. The administration fee will still be deducted from your account balance during this 90 day period.

In addition, you may be eligible to continue in the Medical FSA under COBRA. Be sure to check with the *Island Flex* administrator, Comprehensive Financial Planning, Inc. (CFP) to see if you are eligible for COBRA.

**Q4: *What is considered eligible expenses?***

Under the Medical Flexible Spending Account (FSA), medical, dental, drug, or vision expenses incurred by you or your eligible dependent, which aren't reimbursed by your health insurance plans may be considered eligible expenses. Under the Dependent Care Flexible Spending Account (FSA), dependent care expenses incurred while you are working may be considered eligible expenses. Examples of dependent care expenses include pre-school tuition and A+ after school care. Visit the *Island Flex* website at <http://www.compfinplan.com> for a more detailed list of examples of eligible expenses.

**Q5: *Will the State notify the Island Flex plan administrator of my termination date?***

No, you must notify CFP immediately that your employment will be terminating. CFP can then advise you of your options.

**Q6: *How do I submit my claim for eligible expenses?***

Once an eligible service is provided by a doctor, hospital, pharmacy, etc., or for dependent care expenses performed by your dependent care provider, you pay that expense as usual. Then you:

- Complete a reimbursement request form,
- Attach a copy of your paid itemized receipt for health care expenses from the doctor, hospital, pharmacy, etc., or for dependent care expenses from your dependent care provider, and
- Mail, FAX or e-mail it to the *Island Flex* claims processor.

National Benefits Services, LLC  
P. O. Box 6980  
West Jordan, UT 84084  
Fax: (801) 355-0928  
Toll-Free Fax: (800) 478-1528  
E-mail address: [claims@nbsbenefits.com](mailto:claims@nbsbenefits.com) (PDF, TIFF or JPEG files only).

Your reimbursement request will be promptly processed and a check will be sent to your home. Direct Deposit is also available, contact the plan administrator.

**Q7: *What happens if I have not submitted all my receipts for services before my termination date?***

You have 90 days after your termination date to turn in receipts to the *Island Flex* claims processor for eligible expenses incurred prior to your termination. The administrative fee will still be deducted from your account balance during this 90 day period.

**Q8: *Will I still get reimbursed for eligible expenses incurred after I terminate my employment?***

No, only eligible expenses for services performed up to your termination date may be reimbursed to you, unless COBRA is elected.

**Q9: *What happens if I don't spend all of the money by the termination date?***

IRS regulations say that any money left in your Medical FSA or Dependent Care FSA after all reimbursements have been processed cannot be returned to you. This is known as the "use it or lose it" rule.

**Q10: *What right do I have if the third-party administrator does not pay my claim?***

If you are not reimbursed after filing your claim form or you are reimbursed for an amount less than you requested, you may appeal the decision. You have 60 days from the date you receive notification to send an appeal to the Director of the Department of Human Resources Development at 235 S. Beretania St. 14<sup>th</sup> Floor, Honolulu, Hawaii 96813.

**Q11: *Who do I call if I have questions?***

Please call CFP at 596-7006, or neighbor islands may call toll free at 1-877-550-5552. You may also e-mail the administrator at [cfpii001@hawaii.rr.com](mailto:cfpii001@hawaii.rr.com) or visit the *Island Flex* website at <http://www.compfinplan.com>.

**NOTE: *This is a brief summary of the benefits program. It is not a legal document or contract, and is subject to changes.***