



This is a follow up to our July 7, 2011 letter about our recent system conversion. We have made much progress and wanted to share information on our efforts to address open items.

We will continue to keep you informed as we work together through this process. We appreciate your business and your patience! Please contact your EBS-RMSCO administrator if you have any questions.

### **Issues identified, but are not yet fully resolved.**

- **Issue:** EBS One Card Enhanced Daily Settlement Report is not consistently matching the amount pulled from the client's bank account.
  - Great progress has been made with this report; however, we have received feedback that the report may not be accurate after a weekend or after a non-banking day. Accuracy with this report has been escalated with our vendor and improvements will continue to be realized.
- **Issue:** Reports are needed to provide clients with information that is easy to access and easy to understand.
  - A variety of reports are offered in multiple formats on the Plan Sponsor website. These reports are automatically generated by the system based on a set schedule. Please contact your FSA/HRA administrator if you have any questions or difficulties regarding reports.
- **Issue:** Account Balance/Summary report columns do not compute mathematically.
  - The Paid Amount shown on the report may seem too high if a credit adjustment was applied to the participant's account. If the adjustment was not applied to a specific claim, the paid amount will not be reduced. To provide better clarification of report amounts, a new Account Balance/Summary report is being developed and will be in production by the end of September. The new report will contain additional information for better account balancing.

### **Request for Information (RFI) Letters.**

When a One Card transaction cannot be automatically substantiated, EBS-RMSCO is required by the IRS to request documentation certifying the eligibility of the purchase. One form of auto-substantiation is called "carrier-feed substantiation". This is when the insurance vendor sends EBS-RMSCO a file of pre-approved card transactions. Before generating RFI Letters, we needed to ensure that all carrier-feed files were fully loaded to our new system. Our goal was to allow the carrier-feed substantiation files to automatically certify as many card transactions as possible, reducing the amount of RFI Letters to mail to participants.

We have loaded all available carrier-feed files and will be generating and mailing RFI Letters over the next several weeks. Please let your participants know that they may be receiving RFI Letters and that they should comply with the request as quickly as possible, per IRS regulations. RFI Letters will also be available on the participant website should a participant need an extra copy. Please note: participants with an email address on file have routinely been receiving emailed versions of RFI Letters. We will continue to email RFI Letters to participants with email addresses in our system.

## **Denial Letters.**

There are two types of Denial Letters;

- Denial Letters for claims needing additional information, and
- Denial Letters requiring repayment if the purchase was ineligible or if the original claim submission has “expired” meaning the participant was asked for additional information but did not respond.

Our Denial Letter generation process is back in place, and Denial Letters will be generated and mailed over the next several weeks. Please let your participants know that if they receive a Denial Letter requesting more information, this is their opportunity to provide acceptable documentation and receive reimbursement. If they receive a Denial Letter requesting repayment, they should comply as quickly as possible. Please note that our new system has enhanced methodology with regard to claim repayments. If a participant does not send in repayment when requested, we can now offset future claims by that amount.