

Below is a list of things to keep in mind regarding your Benny card.

1. **Your Benny card is only good for current year expenses.** After each new plan year, any prior year money will only be available for reimbursement by submitting paper claims.
2. **When to submit paper claims.** Unfortunately there are times when the card may not work or a certain provider does not accept the Benny card. In this case you can pay for that transaction with a different form of payment and then submit the itemized bill with a claim form. Paper claims can be submitted by **mail** to CoreSource PO Box 8215 Little Rock, AR 72221, by **fax** at 501-221-9074, or you can **email** them to us at [coreflex@coresource.com](mailto:coreflex@coresource.com).
3. **Save your itemized receipts.** We do all we can to automatically verify the expenses on your card, as required by the IRS. However, for those we can't verify, you may receive a letter from us asking for an itemized receipt or an EOB from your insurance. It is important to provide information requested in a timely manner to keep your card active.
4. **Any questions?** If you have any questions regarding your card or your account you can contact us, By **phone** at 877-267-3359, customer service is available Monday through Friday 8 a.m. to 5 p.m. Central Time. By **e-mail** at [coreflex@coresource.com](mailto:coreflex@coresource.com) all inquiries will be addressed within 1 business day. Or for balance information 24/7 you can log on to [www.mybenny.com](http://www.mybenny.com). From here you can view your current balance and all transactions that have taken place. When logging on the first time have your card number ready and your member id, which is your social security number.

## **5. What to do when you get a BENNY Card Substantiation Letter:**

Please send in copies of all receipts, invoices, or Explanation of Benefit (EOB) statements. Documentation must clearly indicate:

- Date services incurred or supplies purchased
- Name and address of the provider of services or supplies
- Name of the person receiving the service or supply
- Type of expense
- Amount of expense
- Total amount paid by any insurance company

If any insurance company did not or will not reimburse you for ANY portion of an expense that you are submitting, please let us know in writing.

**DO NOT SEND CANCELED CHECKS OR STATEMENTS THAT ONLY INDICATE BALANCE DUE. THESE DO NOT SUPPLY THE REQUIRED INFORMATION.**

**\*\*\*\*\*Please save your medical invoices, EOB's and receipts !\*\*\*\*\***

## What do I need to do when my BENNY Card transaction is not an eligible expense :

- Send in other eligible expenses charged in the current Plan Year to cover the amount of ineligible expenses charged (see details below).
- Incur other eligible expenses in the current Plan Year to cover the amount of ineligible expenses charged and send in the following detailed information regarding the incurred expenses (see details below):
- You may reverse the ineligible transaction by requesting a “purchase return” from the Merchant or Medical Office for supplies or services charged. Then, notify COREFLEX, (see contact information below).

***Please send in copies of all receipts, invoices, or Explanation of Benefit (EOB) statements. Documentation must clearly indicate:***

- ***Date services incurred or supplies purchased***
- ***Name and address of the provider of services or supplies***
- ***Name of the person receiving the service or supply***
- ***Type of expense***
- ***Amount of expense***
- ***Total amount paid by any insurance company***

To contact COREFLEX by phone:

Call 1-877-267-3359, customer service is available Monday through Friday 8 a.m. to 5 p.m. Central Time.

To contact COREFLEX by e-mail:

Send your email to [coreflex@coresource.com](mailto:coreflex@coresource.com)

All inquiries will be addressed within 1 business day. Or for balance information 24/7 you can log on to [www.mybenny.com](http://www.mybenny.com). From here you can view your current balance and all transactions that have taken place. When logging on the first time have your card number ready and your member id, which is your social security number.

**Please save your medical invoices, EOB's and receipts !**