



Claim Substantiation and Adjudication Process

- **Substantiation**

The IRS stipulates that the plan sponsor (employer) ensure that HRA, FSA, DCAP, Transit/Parking plans are properly substantiated. In other words, purchases made with The Choice Care Card must be proven to be eligible under the plan.

Choice Care Card substantiates debit card purchases via the following methods.

- **Co-Pay Matching**

The Choice Care Card can be set to match the co-pay(s) of the underlying plan design. Receipt requests are not generated for transactions in which an exact co-pay amount has been matched as the expense has been deemed substantiated.

- **Medical Claim Data-Feeds**

Choice Care Card has partnered with several health plans across the country and receives regularly scheduled data-feeds of medical claim data for all of our members enrolled on those health plans. Essentially, the data-feed provides Choice Care with all of the information found on our members' Explanation of Benefits (EOB) Statements. This condensed claim data allows Choice Care to adjudicate many claims and debit card purchases without requiring the member to submit documentation. Standard receipt requests are still sent to members for expenses that are not processed through the health carrier or if the amount paid with the debit card exceeds the member's responsibility according to the claim data.

- **IIAS (Inventory Information Approval System)**

Under this inventory control system merchants such as grocery stores, discount stores, pharmacies, department stores, etc. must be able to differentiate between eligible and ineligible items at the point of purchase. Simply put, The Choice Care Card only works for eligible prescriptions and over-the-counter purchases at participating retailers. Ineligible purchases will be denied at the cash register. This system eliminates much of the need to request receipts for pharmacy purchases. A list of all IIAS merchants can be found under the "Preferred Pharmacies" button on the "Members" page of our website, www.choicecarecard.com

- **Substantiation Service**

Choice care offers a voluntary substantiation service that will help to limit the number of receipt requests sent to employees for medical transactions on their Choice Care Card. Through this voluntary service, employees grant Choice Care access to review their health insurance account online. Choice Care views the EOBs necessary to substantiate the medical services paid for with the card. A receipt request for these transactions is not generated if the information from the health plan matches the transaction and if the services are eligible under the plan.





- **Receipt Notification Process**

Those transactions that can not be substantiated by any of the above methods generate a receipt request which is sent to the employee. Employees are requested to provide the necessary documentation (generally EOBs or provider statements) for substantiation. Approximately two-thirds of all card transactions will generate a receipt request.

