



2008 Flex Spending Account & Consumer Account Card (CAC) Update

Card Activation

Employee's participating in the Flex Spending Account (FSA) program should have received a new UnitedHealthcare Consumer Account Card (CAC) in the mail. If you elected to participate in the 2008 Flexible Spending Program (FSA) and have not received a card, please call **CAC Customer Service at 1-866-755-2648**. They will also assist you with questions regarding card activation or service.

How to Use the Card

Your UnitedHealthcare (UHC) flex card can be used to purchase eligible medical, dental, vision, and Rx products and services. Unlike last year's FSA card, the CAC Flex card is limited to purchases which can be verified electronically through the UHC system at the time of purchase. This will prevent use of the Flex Card for ineligible purchases and transactions. It is important to present your health plan ID card first, then present your CAC Flex card and enter credit since this card does not require a PIN number.

The card use is limited to:

- ✓ UnitedHealthcare network service providers for co-payments, deductible or coinsurance (remember to ask your provider to calculate the amount you owe using their contracted discount fees to avoid overpayment)
- ✓ Prescription co-payments at UHC network pharmacies
- ✓ Over the counter medications at Walgreens retail only or Drugstore.com via www.myuhc.com
- ✓ SafeGuard Dental HMO co-payments (exact co-payments only, no combinations)
- ✓ Vision services at Spectera network locations (enrolled members only)
- ✓ Dependent Care (limited to providers with merchant code 8351)

Paper Claims

You may also access your Flex Spending Account by filing a paper claim for reimbursement. Claim forms are available online at www.myuhc.com or on the COSAweb at <http://www.sanantonio.gov/hr/benefits/benefitsforms.asp>. You can also obtain a hardcopy from your department's HR Specialist or at the Employee Benefits Office by calling 207-8705.

File paper claim for:

- ✓ Out of network medical services
- ✓ Out of network vision and vision purchases by non-enrolled members
- ✓ SafeGuard Dental PPO claims
- ✓ Dependent Care claims (providers who do not accept CAC Flex card)
- ✓ Over the Counter medications at locations other than Walgreens and Drugstore.com
- ✓ Rejected card transactions for eligible health and dependent care claims

You may fax reimbursement claims to **1-915-781-1085**. For more information or questions regarding paper claims, you may go to www.myuhc.com or call FSA Customer Service at **1-877-311-7849**.

2007 FSA Claims

Please fax all remaining 2007 medical and dependent care FSA claims to Alt Benefits at **1-817- 731-9029** on or before March 31, 2008. You can contact Alt Benefits at **1-817-731-6258** or www.altbenefits.com. A 2007 Flex Spending Claim form is available on the COSAweb under Human Resources Employee Benefits or you may obtain one from your department Human Resources Specialist.