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## Spending Account Buying Center Frequently Asked Questions

### Q: How do I access the Spending Account Buying Center?

A: Enter [www.mypayflex.com](http://www.mypayflex.com) into your web browser and click on the Spending Account Buying Center icon that is located on the left side of the screen. When you enter the Spending Account Buying Center, you will have the option of selecting OTC (over-the-counter) items, vision (contacts and glasses) or hearing products or services.

### Q: What is available via the Spending Account Buying Center?

A: You are able to purchase over-the-counter items, prescriptions, glasses, contact lenses, and hearing aids online as well as to make appointments for LASIK and hearing exams.

### Q: Who do I contact if I have questions about the Spending Account Buying Center?

A: If you have questions regarding the DrugSource, Inc. website, contact a DrugSource, Inc.'s customer service representative at **1-800-854-8764**. If you have questions regarding the drugstore.com website, contact drugstore.com's Customer Care Center at **1-800-378-4786**. If you have questions regarding the TruVision website, please contact a TruVision representative at **1-877-330-2020**. For questions pertaining to the claims process, qualified expenses using the PayFlex Card or your PayFlex account please contact PayFlex's Customer Service Center at **1-800-284-4885**.

### Q: Where do I send my claim if I make a purchase on the Spending Account Buying Center?

A: You may submit your claim online using PayFlex's Express Claims service available at [www.mypayflex.com](http://www.mypayflex.com) for purchases made on these vendor websites. Or, you can submit a paper claim by downloading a claim form from [www.mypayflex.com](http://www.mypayflex.com) and either mailing or faxing the completed claim form with your receipts to PayFlex:

PayFlex Systems USA, Inc. P.O. Box 3039 Omaha, NE 68103-3039 Fax 402-231-4310
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## TruVision Frequently Asked Questions

### Q: How do I schedule a LASIK exam, a hearing exam or purchase contacts?

A: For any of these services, you need to contact TruVision at their toll-free number **1-877-330-2020**. For LASIK or hearing aids, a customer service representative will answer all your questions and schedule an eye or hearing exam for you. For ordering contacts, we first ask you to call in to set up an account and then you can purchase directly from the web thereafter.

### Q: Are the products offered by TruVision covered under my healthcare spending program?

A: LASIK, contact lenses and hearing aids are typically reimbursable items with healthcare spending accounts. Please check with your employer's plan to be sure.

### Q: Can I use my PayFlex card to pay for any product offered by TruVision?

A: Yes, you can use your PayFlex card to pay for LASIK surgery, contact lenses or hearing aids.

### Q: What if I don't have a PayFlex card? How would I get reimbursed?

A: You can get reimbursed by filing your claim online using PayFlex's Express Claims service available at [www.mypayflex.com](http://www.mypayflex.com) or by sending in a claim form along with your receipt to PayFlex.

### Q: How do I obtain a receipt from TruVision?

A: It depends on the service. **TruVision LASIK** provides a receipt on the day of your procedure. **TruVision Hearing** provides a receipt along with your hearing aid(s) once the hearing aid(s) are purchased. **TruVision Contacts** will provide a receipt via email or mail on the day you order and pay for your contacts.

### Q: Do I receive a confirmation for my eye exam?

A: Yes, you will receive an email confirming your eye exam appointment that was scheduled by TruVision.

### Q: How do I find a local doctor for LASIK or Hearing?

A: Simply contact TruVision toll-free at **1-877-330-2020** and a customer service representative will provide you with all participating doctors in your vicinity.



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## drugstore.com Frequently Asked Questions

### Q: What is drugstore.com's FSA Store?

**A:** The drugstore.com™ FSA Store is an online service that simplifies the use of Flexible Spending Account (FSA) programs. Drugstore.com clearly marks over-the-counter (OTC) products most likely to be eligible for reimbursement with this icon\*:



Although the IRS sets guidelines for FSA programs, individual employers and administrators, such as PayFlex, have the final determination of which expenses are covered by their FSA programs. If you have any questions on what is going to be considered reimbursable, please contact PayFlex toll-free at 800.284.4885.

Once you set up your account on drugstore.com, we keep track of all your FSA-eligible purchases and provide you with a receipt to submit to your administrator or to keep for your personal records.

### Q: Do I need to set up an account at drugstore.com to make a purchase?

**A:** Yes. If you have never shopped at drugstore.com before, you will need to set up an account. Click on "sign in" at the top of the page, and then click on "create a new account". You will need to enter in your e-mail address (your first name is optional) and create a password, then click "Continue". You will receive an e-mail from drugstore.com once you have created an account.

### Q: What can I buy at drugstore.com with my healthcare spending account?

**A:** In addition to standard healthcare items, you can buy aspirin, cough medicine, allergy medication, antacids and many other items that you typically keep on hand for treating what ails you!

### Q: Can I pay for drugstore.com purchases with my PayFlex debit card?

**A:** Yes. The quickest and easiest way to access your account funds is to use your PayFlex debit card. At drugstore.com you can use your card online at the time of checkout and you won't have to file a claim. The money will automatically be deducted from your account and reflected in your online account balance.

### Q: How do I purchase an FSA eligible item with my PayFlex Card?

**A:** Once you have selected the item(s) you would like to purchase, click on "Checkout". You will then have to enter in your billing and shipping information. Then you will be asked to fill in your payment information, selecting MasterCard as the payment method if using the PayFlex Card. You will need to check the box next to "**Check here if this is a Flexible Spending Account eligible card**". Then click on "Continue with checkout". You will then be able to review your order and place your order on the next page.

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## **drugstore.com Frequently Asked Questions (cont'd.)**

### **Q: What if my plan does not include a PayFlex debit card?**

**A:** If your healthcare spending plan does not include a PayFlex debit card, or if you prefer to pay using another form of payment, you can still purchase items online using another credit card. You will just need to submit a claim form to request reimbursement from your FSA account. **Follow these easy steps to submit a claim:**

1. After your purchase is complete at drugstore.com, go to the FSA Manager under "your account" and print a receipt of eligible expenses.
2. File your claim online using PayFlex's Express Claims service available at [www.mypayflex.com](http://www.mypayflex.com) or mail/fax in a claim form along with your receipt to PayFlex.
3. If mailing/faxing in your claim, download a PayFlex [claim form](#) here and fax or mail per the instructions along with your drugstore.com FSA receipt.

For additional information regarding eligible expenses and claim filing, please visit your participant website at [www.mypayflex.com](http://www.mypayflex.com) or call Customer Service at **800.284.4885**.

### **Q: How do I get a receipt for my FSA-eligible purchases?**

**A:** drugstore.com account holders can print a receipt of all FSA-eligible purchases. To do this, go to "Track Purchases" on the FSA Store home page. After you sign-in, select a date range. You can also choose to add prescription purchases to your over-the-counter purchases. After you click the continue button, a window will pop-up with a printable receipt that includes your FSA-eligible purchases for the date range you selected. Then, use your web browser to print the receipt.

**Note:** The receipt appears as a pop-up. If you have any pop-up blocking software running on your computer you will need to disable it to view your receipt.



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## DrugSource, Inc. Frequently Asked Questions

### Q: What can I buy at DrugSource, Inc. with my healthcare flexible spending account?

**A:** You can use your Flexible Spending Account dollars to pay for expenses online such as: Eye Care, Over-the-Counter (OTC) medications and Durable Medical Equipment. If an item that you are looking for is not shown on our website, you can request this item online or call the DrugSource, Inc. customer service team at **1-800-854-8764**.

### Q: Can I pay for DrugSource, Inc. purchases with my PayFlex debit card?

**A:** Yes. The quickest and easiest way to access your account funds is to use your PayFlex debit card. At DrugSource, Inc. you can use your card online at the time of checkout and you won't have to file a claim. The money will automatically be deducted from your account and reflected in your online account balance. However, we still encourage you to keep your receipts in the event you are asked to provide documentation of the transaction.

### Q: What if my plan does not include a PayFlex debit card?

**A:** If your healthcare spending plan does not include a PayFlex debit card, or if you prefer to pay using another form of payment, you can still purchase items online using another credit card. You will just need to submit a claim form to request reimbursement from your Flexible Spending Account.

### Follow these easy steps to submit a claim:

1. After your purchase is complete at DrugSource, Inc., you may print your receipt after the order has been submitted. You will also receive a receipt in the mail along with your order. (Make sure to keep your receipts.)
2. File your claim online using PayFlex's **Express Claims** service available at [www.mypayflex.com](http://www.mypayflex.com) or mail/fax in a claim form along with your receipt to PayFlex.
3. If mailing/faxing in your claim, download a PayFlex claim form [here](#) and fax or mail per the instructions along with your DrugSource, Inc. receipt.

For additional information regarding eligible expenses and claim filing, please visit [www.mypayflex.com](http://www.mypayflex.com) or call Customer Service at **800.284.4885**.