

# Employer Bulletin



May 23, 2011



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## Benny™ Card Change: Documentation Request Letters

Beginning in June 2011, Manley Services will introduce a change in the frequency and wording of letters requesting documentation for Benny™ MasterCard® transactions that are not automatically adjudicated. Our goals in making these changes are to:



- Clearly explain requirements for documentation requests and provide options to help participants resolve their card transactions in a convenient and timely manner.
- Send letters weekly instead of monthly. (Feedback from participants is that they often lose track of the documentation because letters are generated too long after they use the card.)
- Initiate e-mail functionality to reduce time, paper, and postage.

FSA and HRA participants who currently have outstanding Benny™ transactions will receive one or more of the following notices, based on their account status:

- **First notice:** We will issue the first notice on the Tuesday after the card swipe settles. Participants for whom we have a valid e-mail address will receive the notice by e-mail. Those who do not will receive the notice by mail.
- **Second notice:** If there is no response from the participant, a second letter will be issued four weeks after the first letter was generated. All notices from this point forward will be sent by mail only. This notice will explain that the participant has only two more weeks to respond to our request for documentation.
- **Third notice:** This notice will be generated six weeks after the first notice was sent, and the card will suspend on the same day. This third notice will indicate that the card has

been temporarily suspended and will explain the necessary steps required reactivate the card.

**Insufficient Documentation notice:** This notice is issued only to participants who respond to one of the three initial notices but provide documentation that is insufficient or proves the transaction was ineligible. When applicable, it will be issued on the Tuesday after documentation is processed. The participant will be allowed two weeks from the generation of this letter to resolve the outstanding transaction before the card is temporarily suspended.

**Questions?**

Feel free to contact your Client Service Representative directly or our Sales and Client Service Department at (541) 485-7488 or (800) 422-7038; [clientservice@manleyserv.com](mailto:clientservice@manleyserv.com).

Please do not click "Reply." This e-mail was sent from an automated system, and replies will not be read. To contact us, please use the contact information above instead. Thank you!

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