

From the Verizon COVID-19 Resource Page 4.13.20

Health Care Spending Account - change to eligible expenses

Under the recently enacted CARES Act, the definition of eligible health care expenses under flexible spending account plans can now include over-the-counter (OTC) medical products obtained without a prescription and menstrual products. As a result, effective January 1, 2020, you can use your Health Care Spending Accounts to cover the cost of these products purchased in 2020. View the [FSA Store page](#) as a good point of reference for coverage eligibility.

If you attempt to use your HCSA debit card now to purchase these items, your purchase will likely be declined as merchants and debit card carriers are in the process of updating their systems to recognize the newly eligible expenses. We have been advised that may take 4-6 weeks to be completed. In the meantime:

- You can proceed with purchasing these products, but you will need to retain the receipt that shows the name of the product, price and date of transaction. You can submit the receipt along with your spending account claim to be reimbursed.
- If you have detailed receipts for over the counter or menstrual products that you purchased since 1.1.2020, you may submit those for reimbursement as well (note that non-itemized credit card receipts are not sufficient).
- Please do not use a highlighter on your receipts to draw attention to the products for reimbursement as that will cause imaging issues.

To submit your claim online, go to BenefitsConnection > Spending Accounts > Enter New Claims. Follow the prompts to complete the necessary information and upload your receipt. You can also fax or mail in your receipt with a claim form. To do this, go to BenefitsConnection > Spending Accounts > More Account Options > View Forms > Health Care Spending Account Claim Form. Complete the form according to the instructions and fax with your receipt to 855.785.3471 or mail with your receipt to the Verizon Benefits Center, P.O. Box 8999, Norfolk VA 23501-8999.

Your debit card will begin to recognize these items as eligible expenses once the updates are completed.

Note: Under current IRS rules, you cannot make a change to your 2020 Health Care Spending Account election unless you experience a qualifying life event. For more information on life events, please visit BenefitsConnection > Life Event > Report a new Life Event and follow the prompts.