

Money Due Status Questions and Answers

➤ When does the swipe go into “Money Due”?

A participant’s swipe goes into money due when the following occurs:

- No documentation has been received by HRA, Inc. for 45 days.
- Substantiation has been received but part of the swipe is for a non-qualifying expense.

A participant receives and a reminder notice to submit substantiation around 30 days after the swipe has occurred. If no documentation is received after 45 days then the following e-mail goes out and the card is temporarily blocked for use.

Dear «\$PersonName»,

You are being sent this e-mail regarding your mySourceCard Master Card debit card swipe in the amount of \$«\$TransactionAmount» at «\$MerchantName» on «\$PurchaseDate» for one (1) of the following reasons:

1. No documentation has been received by HRA, Inc. after several requests.
2. Documentation has been received by HRA, Inc. but all or part of the swipe is for a non-qualifying expense.

You will receive additional notification with a detailed explanation. If you have questions or need assistance, please contact Human Resource Administrators, Inc. at: (610)282-4215, (800)460-0738 or reply to this e-mail. Thank you.

➤ Can Employer’s review this information on-line?

Yes! You are able to view the amount in money due when logging onto myRSC with the HR Role. Click on the “mySourceCard” tab and then the “Payments Due” tab. Please note: the “Time-out” date is not the date of the swipe. For the specific date-of-swipe, please contact Human Resource Administrators, Inc.

➤ How can the participant repay this amount(s)?

HRA, Inc. can accept the Explanation of Benefits and mySourceCard (debit card) Substantiation Form from the participant as substantiation for the swipe only if it is submitted during the current plan year plus the Run-Out. Otherwise, the participant can provide a personal check made payable to Human Resource Administrators, Inc. or repay the amount on my RSC by setting up a payment from their checking or savings account. This is located on the participant’s personal myRSC login and it is called “Repay My Employer” located on the debit card tab. Other credit cards cannot be used as a form of repayment. Unresolved money due swipes will be offset by paper claims.

➤ What if the participant does not provide repayments of any kind?

The employer may decide to deduct these amounts from the participant’s paycheck on an after-tax basis. If this action is decided upon, Human Resource Administrators, Inc. will need to be promptly notified .