HEALTH CARE SAVINGS PROGRAM

USING YOUR ACCOUNT AT SEPARATION FROM EMPLOYMENT

Reimbursable Health Care Expenses

The following is a list of common reimbursable medical expenses. Please refer to IRS Publication 502 for details. MERS has made every effort to ensure that the information provided is accurate and up to date. Where there are discrepancies between this document and IRS Publication 502, IRS Publication 502 supersedes.

- Acupuncture
- Alcoholism or drug dependency treatment and treatment centers
- Ambulance
- Anesthesiologist
- Artificial limbs and teeth
- Bandages (Band-aids, elastic wrap)
- Birth control pills and devices
- Blood pressure monitoring devices
- Braille books and magazines (to the extent exceeding prices for regular books and magazines)
- Car (with special medical equipment)
- Childbirth preparation classes for mother, excluding portion for mother's coach
- Chiropractor
- Christian Science practitioner
- Clinic
- Co-insurance (health, dental and vision)
- Co-payments (health, dental and vision)
- COBRA premiums
- Cold/hot packs
- Contact lenses, solution and cleaners
- Contraceptives
- Crutches
- Dental treatment, including dentures, implants and orthodontics (excluding whitening)
- Dermatologist
- Diabetic supplies
- Diagnostic devices/services (e.g., MRI, CT Scan)
- Drugs/medications (prescription)
- Eye examination
- Eyeglasses - prescription and reading
- Eye surgery (laser or radial keratotomy)
- Fertility treatments [1]
- Guide dog and its upkeep
- Gynecologist
- Hearing aids and batteries
- Home modification to accommodate handicapped person [1]
- Hospital services
- Incontinence supplies
- Insulin and diabetic supplies
- Insurance premiums for medical, dental, vision, or long-term care [2]
- Laboratory fees
- Lactation supplies
- Lip-reading lessons
- Lodging for medical care [1]
- Long-term care services and premiums (paid on annual basis) [1]
- Mastectomy bras
- Medical supplies
- Medicare Part B, C and D premiums
- Medications which require a prescription
- Mental institution care (mentally ill person unsafe when left alone)
- Mentally handicapped, special home for nursing services [1]
- Midwife
- Neurologist
- Nursing care
- Nursing home (if for medical reasons)
- Obstetrician
- Ophthalmologist
- Optometrist
- Organ transplant, medical expenses of donor or prospective donor
- Orthodontics
- Orthopedic shoe inserts
- Osteopath, licensed
- Over-the-counter medications (OTC) [4]
- Oxygen equipment, including CPAP
- Pediatrician
- Physical examination
- Physical therapy
- Podiatrist
- Practical nurse
- Pregnancy test kits
- Prescription drugs/medications
- Psychiatrist [3]
- Psychoanalyst [3]
- Psychologist [3]
- Rehydration solution (e.g., Pedialyte)
- Rental of medical equipment [1]
- Sex therapist
- Smoking cessation programs
- Special schooling for physically or mentally handicapped
- Speech therapy
- Spousal or personal insurance premiums [2]
- Sterilization, legal
- Sunscreen
- Surgery and related treatment (except cosmetic)
- Telephone for hearing impaired
- Television closed caption decoder equipment which displays the audio part of TV programs for hearing impaired
- Therapy received as medical treatment
- Thermometers
- Transportation expenses for essential medical care, including mileage and parking [1]
- Tuition at special school for special needs program [1]
- Vaccinations
- Vasectomy
- Wheelchair
- Wrist/joint supports
- X-rays

[1] See IRS Publication 502 for guidelines

[2] Health insurance premiums that are salary-deducted or paid on a pre-tax basis cannot be reimbursed using HCSP funds

[3] Must be for medical care only

[4] Passage of the Coronavirus Aid, Relief, and Economic Security Act (CARES) allows for over-the-counter medications to be covered by MERS Health Care Savings Program funds effective 1/1/2020, until Congress deems otherwise

Reimbursable Health Care Expenses with Physician's Note

The following health care items have a dual use and can only be reimbursed from HCSP if a written prescription or Letter of Medical Necessity form signed by the physician specifies: a) the name/type of treatment and b) the specific medical condition requiring the treatment/expense. The prescription must be dated prior to purchasing the dual use item. The practitioner must update the prescription on an annual basis to continue to be eligible for reimbursement.

- Acne treatment
- Chondroitin (arthritis)
- Compression socks
- Diaper service
- Dietary supplements
- Fees for exercise, athletic or health
- Club membership
- Fiber supplements
- Fish oil

- Herbalist
- Hormone therapy (bioidentical/ compounding)
- Massage therapy; if prescription indicates length of time needed and number of treatments needed
- Nutritional supplements
- Orthopedic shoes, limited to one pair per prescription; only excess of cost over $100

- Prenatal vitamins
- Preservision
- Shampoo and soaps, medicated
- St. John's Wort (depression)
- Vitamins and minerals
- Weight loss program (does not
- include food)
- Wig (hair loss due to disease)

Payment & Reimbursement Options

Debit Card

Unlike a traditional debit card, the Health Benefits debit card does not require a PIN and automatically identifies a medical expense at the time of purchase.

It is important to keep your receipts as you will likely be asked to submit them for verification.

Online/Mobile

You can also request reimbursements or pay providers directly online by using the Claims Management section of myMERS or the *Alerus Benefits* app. From here, you can update banking information for direct deposit, and upload third party receipts showing which expenses have been paid.

Direct Reimbursement to Provider

You can request that your provider be directly reimbursed for eligible expenses either through the *Alerus Benefits* app or the Claims Management section of your online myMERS account.

Mail/Fax

You can also submit your requests by mail. A reimbursement form and a copy of the applicable receipts is required.

You may receive information from Alerus Retirement & Benefits, which has partnered with MERS to provide trading and custodial services. If you have any questions regarding your claims, please call the Alerus Call Center at 866.808.7823 option 3.

Using Your HCSP Account at Separation of Employment

Welcome to your MERS Health Care Savings Program (HCSP) Claims Management Portal. This one-stop portal gives you 24/7 online access your account.

### In the Claims Management Portal you can:

- File a claim online
- Request payment directly to your provider
- Upload receipts and track expenses
- View up-to-the-minute account balances
- View your account activity, claims history and payment (reimbursement) history
- Report a lost/stolen card and request a new one
- Update your personal profile information
- Change your login ID and/or password
- Download plan information, forms and notifications

To Create Your Account

1. Go to **mersofmich.com** and click on "Create myMERS account" under the green "Log In" button.
2. Provide the information requested.
   - **Note:** Hire year is the year you hired at the MERS municipality you were most recently employed with
3. You may be prompted to verify your identity through two-factor authentication (2FA) upon login. You will receive a text message, email, or voice call from our recordkeeper, Alerus, with your verification code.

Once you've logged in:

- Select "MERS of Michigan HCSP" under Accounts - Retirement.
- Click View Plan Summary under Quick Links
- Click on the "**Claims Management**" link on the left navigation bar.
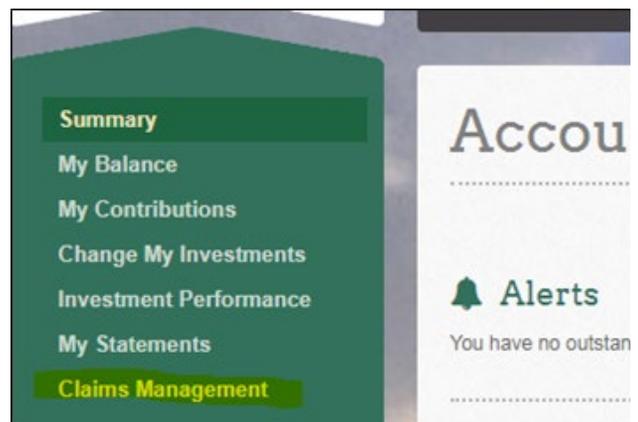
Navigating the HCSP Plan Summary Page

Once you've opened the Plan Summary page (see Login instructions on previous page), you'll have access to several convenient options:

- Utilize the **Available Balance** and **I Want To** sections to work with your accounts right away
- The **I Want To** section contains the most frequently used features for the Claims Management Portal
- The **Accounts** section links to the Account Summary page, where you can see and manage your accounts
- The **Tasks** section displays alerts and relevant links that enable you to keep current on your accounts
- The **Recent Transaction** section displays the last three transactions on your accounts
- The **Quick View** section graphically displays some of your key account information

You can also hover over the tabs at the top of the page.

Filing a Claim and Uploading Receipts

- On **Summary Page > I Want To > Reimburse Myself** or **Send Payment** or from any page on the portal, expand the **I Want To** section on the right side of the screen

- The claim filing wizard will walk you through the request including entry of information, payee details and uploading a receipt

I Want To:
Reimburse Myself   **Send Payment**   **Manage My Expenses**

- To submit more than one claim, click **Add Another**, from the Transaction Summary page

- When all claims are entered in the Transaction Summary, agree to the terms and conditions and click **Submit** to send the claims for processing

- The Claim Confirmation page displays. You may print the Claim Confirmation Form as a record of your submission. If you did not upload a receipt, you can upload the receipt from this screen or print a Claim Confirmation Form to submit to the administrator with the required receipts
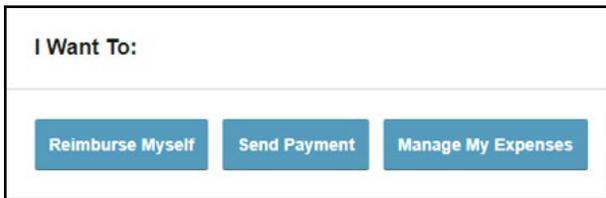
Note: If you see a **Receipts Needed** link in the Tasks section of your home page, click on it. You will be taken to the Claims page. Click to expand the line item to view claim details and the upload receipts link.

Valid Receipts Needed

In order to be reimbursed, you must provide a valid receipt for all transactions. A valid receipt is considered:

- Store/Pharmacy receipt
- Co-pay receipt from medical provider
- Itemized bill from medical provider
- Insurance company's "Explanation of Benefits"

Your receipt must include the date of service. Canceled checks and credit card statements are not accepted.

Reimbursement Options

The fastest way to get your money is to sign up online for direct deposit to your personal checking account.

- From the **Home Page,** hover over your name (above the shopping cart icon); you'll get a drop-down menu where you can select "Change Payment Method."

- Select the Primary Payment Method and/or Alternate Payment Method and click **Submit**. The Add Bank Account: Direct Deposit Setup page displays.

- Enter your bank account information and click **Submit**.

- The Payment Method Changed confirmation displays.

If there is a bank validation requirement, you will be notified on the portal to look for a small transaction or "micro-deposit" in your designated bank account in the next couple of days to enter online, which will validate your account.
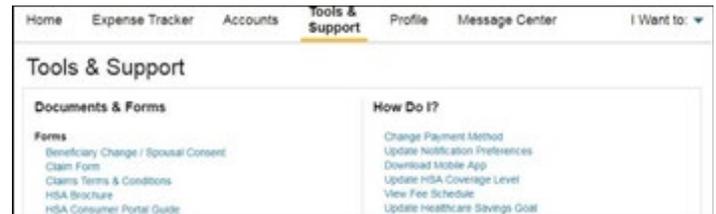
Viewing Current Account Balances and Activity

- For current Account Balance only, go to **Home Page > Accounts**

- For all Account Activity, click on the Accounts tab from the Home Page to bring you to the Account Summary page. Select the underlined dollar amounts for more detail (e.g., click on the amount under "Eligible Amount" to view enrollment detail).

Note: You can see election details by clicking to expand the line item for each account.


Viewing Payment (Reimbursement) History

- From **Home Page > Accounts > Payments** you will see reimbursement payments made to date, including debit card transactions.

- By clicking on the line of a payment, you can expand the data to display additional details about the transaction.
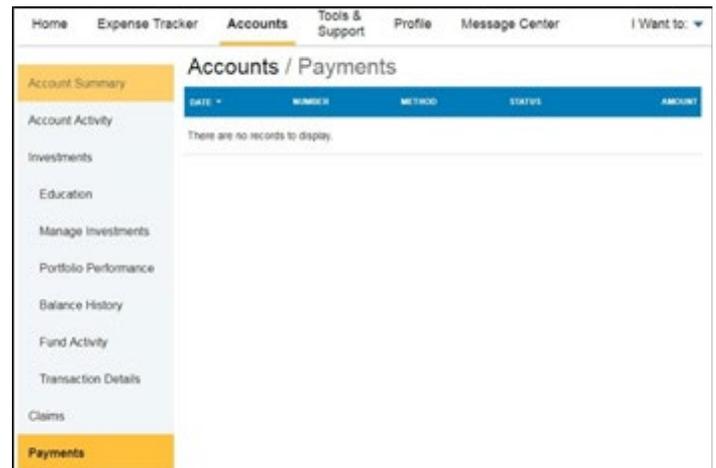
Reporting a Debit Card Missing and/or Requesting a New Card

- From **Home Page > Profile > Banking**

- Under the Debit Cards column, click **Report Lost/Stolen or Order Replacement** and follow instructions.
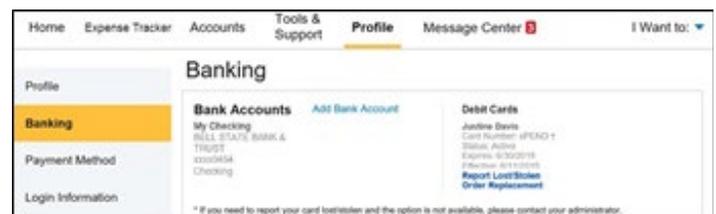
Updating Personal Profile

- From **Home Page > Profile**, you will find links to update profile information including profile summary details, dependents and beneficiaries.

- Click the appropriate link on the Profile screen for your updates: **Update Profile** or **Add/Update Dependent**. Some profile changes will require you to answer an additional security question.

- Complete your changes in the form and click **Submit**.
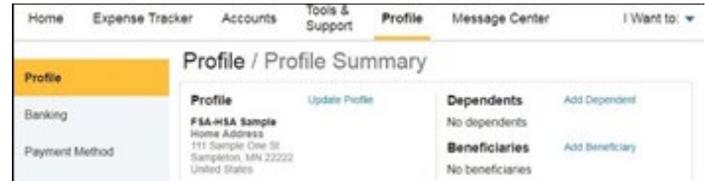
Expense Tracker

To view and manage ALL health care expense activities from EVERY source, use the Expense Tracker.

- **Home Page > Expense Tracker** is an easy-to-use consolidated view of health care expenses for ongoing management of medical claims, premiums, and card transactions.

- Easily filter expenses by clicking on the filter options on the navigation pane on the left side of the screen or by clicking on the field headers within the Expense Tracker.

- Search for specific expenses using the search field.

- Export expenses into an Excel spreadsheet by clicking on the **Export Expenses** button.

Adding an Expense

- From **Expense Tracker** > click **Add Expense** button

- Complete the expense detail fields. You can even upload a copy of the receipt and add notes for your records.

- Once the expense has been added to the Expense tracker you can pay the expense, if desired.

Paying an Expense

You may process payments/reimbursements for unpaid expenses directly from the Expense Tracker page.

- Expenses will be categorized and payment can be initiated for unpaid expenses by clicking on the button to the right of the expense details.

- Choose which expenses you would like paid and you will be presented with the eligible accounts from which you can initiate payment.

- Click **Pay**; the claim details from the Expense Tracker will be pre-populated within the claim form. Review and edit the claim details as needed.

- You will have the option to either request a reimbursement to yourself or pay the provider.

Editing an Existing Expense

You can edit expense details for all claims statuses directly from the Expense Tracker page.

- Expand the claim details by clicking on the expense line item from the Expense Tracker.
- You will be presented with options to add expense notes, update the expense details, mark the expense as paid/unpaid or remove the expense from the Expense Tracker.

Accessing Documents, Forms, Notifications and Plan Information

Documents and Forms

From **Home Page > Tools & Support**, click any form or document of your choice.

Notifications

From **Home Page > Message Center**, click any link of your choice. You will be able to view and archive current documents as well as reference documents archived previously. You can update notification preferences by clicking on the link.

Plan Information

On **Home Page > Accounts** you will be directed to the Account Summary page. Click into the applicable account name and the Plan Rules will open in a pop-up window. Or from **Home Page > Tools & Support**, you may view plan summaries for basic information. Then, click each applicable plan to see the plan details.

View Outstanding Tasks

The Tasks section on the homepage will alert you to any outstanding action items you need to take in order to keep your account in good standing. Alerts will be removed once Alerus has verified that you've taken the appropriate action.
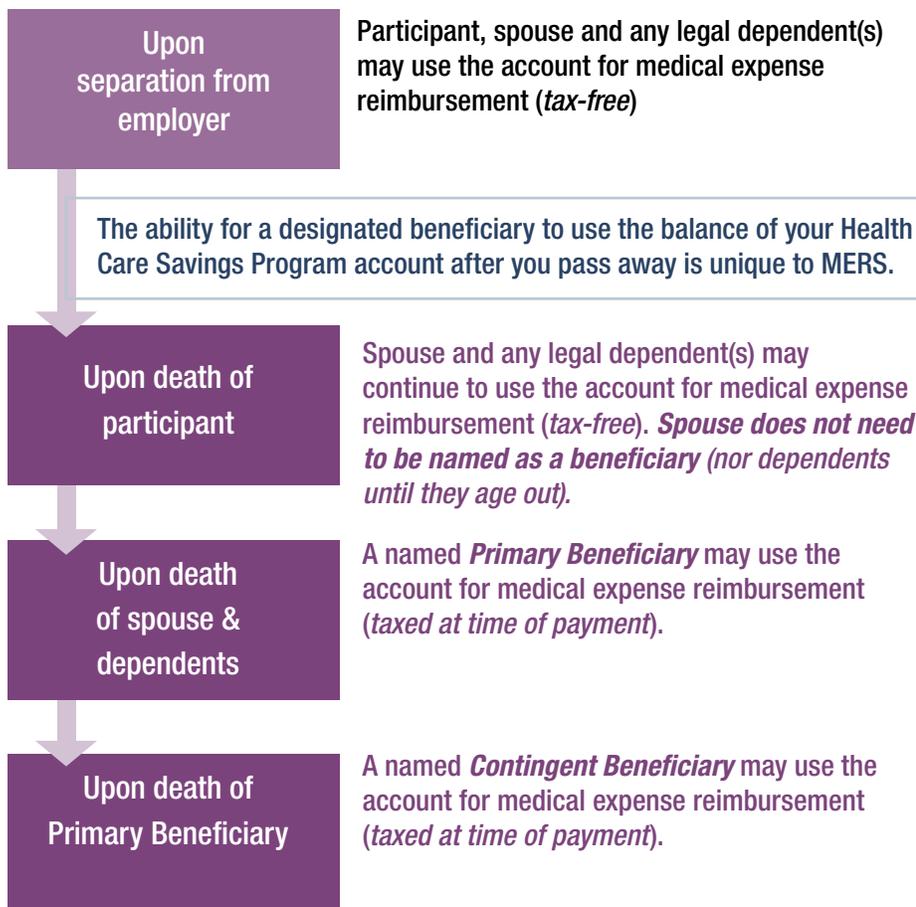
UNDERSTANDING BENEFICIARIES
MERS Health Care Savings Program

Your beneficiaries are an important part of ensuring that your MERS Health Care Savings Program is doing all it can to take care of you and your family. The diagram below illustrates how benefits are passed along to the different beneficiary roles.

| **Upon separation from employer** | **Participant, spouse and any legal dependent(s) may use the account for medical expense reimbursement (*tax-free*)** |

> The ability for a designated beneficiary to use the balance of your Health Care Savings Program account after you pass away is unique to MERS.

| **Upon death of participant** | Spouse and any legal dependent(s) may continue to use the account for medical expense reimbursement (*tax-free*). ***Spouse does not need to be named as a beneficiary (nor dependents until they age out).*** |

| **Upon death of spouse & dependents** | A named ***Primary Beneficiary*** may use the account for medical expense reimbursement (*taxed at time of payment*). |

| **Upon death of Primary Beneficiary** | A named ***Contingent Beneficiary*** may use the account for medical expense reimbursement (*taxed at time of payment*). |

Updating your Beneficiaries

It's easy to add or update a beneficiary in the MERS Health Care Savings Program. It's easy to change or update beneficiaries for your Health Care Savings Program. You can add, edit or delete beneficiary information right in your myMERS account.

Remember to make updates when your children are no longer legal dependents.

> If no beneficiaries are named, unused dollars revert back to your employer.

Changes to your beneficiary can be made at any time, before or after you leave current employment.

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