



**Via Benefits Reimbursement Guide**  
**Ford Medicare Salaried Retirees Hired**  
**Before 6/1/01**  
**Health Reimbursement Arrangement**  
**HRA**

# Greetings From Via Benefits

Dear John Sample,

Congratulations! You have qualified for a Health Reimbursement Arrangement (HRA) provided by Ford Motor Company. A contribution in the amount of \$1,111.00 has been made to your reimbursement account. Your reimbursement account will be available 01/22/2001. For more information, refer to the documents provided by Ford Motor Company. This guide contains instructions for managing your reimbursement account and explains how to be reimbursed for your eligible expenses. Via Benefits reimbursement accounts are administered by Extend Health, LLC. You will submit your reimbursement requests to Via Benefits and be reimbursed from your available funds.

## Faster. Safer. More Convenient

Download the Via Benefits Accounts mobile app to easily view your available balance, upload receipts, and view the statuses of your expenses. Download the app or sign into [my.viabenefits.com/funds](https://my.viabenefits.com/funds).

Access our privacy policy at [my.viabenefits.com/about/privacy-policy](https://my.viabenefits.com/about/privacy-policy). If you have questions or concerns, please contact us.

# Resources



## By Mobile App

Search for Via Benefits Accounts where you download apps



## Online

[my.viabenefits.com/funds](https://my.viabenefits.com/funds)



## By Phone

1-866-427-4830

Monday through Friday

8:00 a.m. to 9:00 p.m. Eastern Time



## By Mail

Via Benefits

PO BOX 981156

El Paso, TX 79998-1156



## By Fax

1-866-886-0878



# Guide Contents

This guide has important information on how to manage your reimbursement account. We cover using our mobile app, how to set up an online account, and how to request reimbursement.

## Inside this guide you will find information on:

- Managing your reimbursement account
- Automating your premium reimbursement
- Setting up direct deposit
- How to request reimbursement
- Setting up an authorized representative
- Information on Via Benefits EOP and EOUE
- Helpful reminders for submitting a reimbursement request
- Documents you should save
- Eligible expenses
- Frequently asked questions



## We're Here To Assist You

If you still have questions after reading this guide, go online and visit our **Help & Support** section containing answers to frequently asked questions. You may also call Via Benefits at 1-866-427-4830.

# Managing Your Reimbursement Account

The fastest and easiest way to manage your reimbursement account is to use our mobile app or website. Using our app or website reduces the amount of time spent on the phone and shortens the time you wait for reimbursements to arrive.

## Sign up for the mobile app

1. Download the Via Benefits Accounts mobile app
2. Select **Sign Up**
3. Follow the instructions to set up your account

## Sign up for an online account

1. Go to [my.viabenefits.com/funds](https://my.viabenefits.com/funds)
2. Select **Sign Up**
3. Follow online instructions to set up your account



Information appearing in your online account about you or the plans you have selected was collected during your enrollment process.

# Automating Your Premium Reimbursement

Automating your premium payment and premium reimbursement will save you time each month, and direct deposit is the most secure way to get the money into your bank account.

## Automate your premium payment and reimbursement

### 1. How to automate your premium payment

This can be set up by contacting your insurance carrier. Most insurance carriers offer an automatic premium payment option where they draft your monthly premium payments from your bank account.

### 2. How to automate your premium reimbursement

Via Benefits offers an Automatic Premium Reimbursement feature for most insurance policies. When enabled, this allows your insurance carrier to notify Via Benefits you've paid your monthly premium, and the request will automatically be submitted without needing to manually submit a request.

Once your reimbursement account has been activated, and you have made your premium payment to the insurance carrier, please allow up to six weeks to receive your first Automatic Premium Reimbursement. If it has been more than eight weeks, feel free to reach out to Via Benefits so we may contact your insurance carrier on your behalf.

## Set up direct deposit online

1. Go to [my.viabenefits.com/funds](https://my.viabenefits.com/funds)
2. Sign into your Via Benefits online account
3. Select **Funds & Reimbursement**
4. Select **Reimbursement Center**
5. Select your name and then **Banking Information**

Direct deposit can also be set up by calling Via Benefits and requesting a Direct Deposit Form to be filled out and returned with a voided check. This is the slowest method of signing up for direct deposit.





# How To Request Reimbursement

## 1. Pay for your health care expenses

The first step toward reimbursement is for you to pay your health care expenses. You will make your payments directly to your insurance carrier or health care provider.

Retain your receipts and supporting documentation for reimbursement requests.

## 2. Submit a reimbursement request

After you have paid for your health care expenses, there are several ways to submit a reimbursement request. Submitting reimbursements via the mobile app or online are the fastest and easiest ways to be reimbursed. You can also submit by mail or by fax. Be sure to include all supporting documentation (date of service, expense type, provider name, service provided, and amount). For detailed instructions for submitting reimbursement requests, go to the **Help & Support** section of our website and enter the term “reimbursement request” into the search bar.

## 3. Via Benefits approves your request and provides reimbursement

Via Benefits will process your reimbursement request through any method submitted, and once approved, reimburse you from your available funds along with your Explanation of Payment (EOP) statement.

## Setting Up An Authorized Representative On Your Account

Via Benefits recommends having an authorized representative on your account. Should the need arise, it is beneficial to have someone who can act on your behalf. You can designate an authorized representative on the phone, or if you cannot join a phone call, you can submit an Authorization to Release Protected Information (ARPI) Form, allowing someone access to your account. Your authorized representative can submit reimbursement requests and check on their status on your behalf. You may cancel this or change a representative at any time by calling or in writing.



Do not mail original receipts or documents; provide copies for ARPI authorization or reimbursements.



# Information On Explanation of Payment (EOP) and Explanation of Unpaid Expenses (EOUE) Documents

Explanations of Payment (EOPs) and Explanations of Unpaid Expenses (EOUEs) provide details about expenses that have been paid, not approved, or denied. The information in these letters is available electronically when you sign into your online account.

- If a reimbursement request is denied or not approved, the EOUE will list the reason. You may need to take action, such as providing additional supporting documentation.
- If you don't have a sufficient balance in your reimbursement account, Via Benefits will reimburse as many expenses as possible. The remaining expenses may be paid when your reimbursement account balance is sufficient.

## What to do with a denied expense

If an expense has been denied, a denial reason will be listed on the EOUE with instructions on how to take action.



# Helpful Reminders For Submitting A Reimbursement Request

Instructions for submitting your reimbursement requests is on the Mobile App and online. These are the things Via Benefits will verify:

## When submitting supporting documentation for premium expenses:

Provide a supporting document that shows this information:

- Premium coverage period (e.g., 01/01/2020 – 12/31/2020)
- Premium type (e.g., Medical, Medicare Part B)
- Carrier (e.g., Humana, N/A for Medicare Part B)
- Individual serviced (e.g., John Doe)
- Monthly amount (e.g., \$200.00)

## When submitting supporting documentation for out-of-pocket expenses:

Provide a supporting document that shows this information:

- Date of service (e.g., 01/01/2020)
- Expense type (e.g., Copay)
- Provider (e.g., Dr. Smith, CVS)
- Individual serviced (e.g., John Doe)
- Amount (e.g., \$100.00)



Via Benefits recommends submitting your expenses through the mobile app or online. These are the fastest methods to be reimbursed, and you can follow the reimbursement process from start to finish.

## Make your reimbursements easier:



### Receive reimbursements faster!

Get reimbursed faster by submitting your expenses online at [my.viabenefits.com/funds](https://my.viabenefits.com/funds).



### Automate your premium requests!

Sign into your online account to set up Automatic Premium Reimbursement for monthly premiums.



### Get your money quickly!

Set up direct deposit for quick and easy access to your money. Sign up at [my.viabenefits.com/funds](https://my.viabenefits.com/funds).

## International reimbursement request

For international reimbursement requests, please contact Via Benefits to receive special instructions for reimbursable eligible expenses incurred outside of the United States.



# Documents You Should Save

Below is a list of important documents to watch for and save once they arrive. It is a good practice to keep these documents until you are sure they are no longer needed.

## **From your insurance carrier: Premium Payment Statements**

Your insurance carrier will prepare a policy statement or a monthly premium statement containing your monthly premium amount and your payment schedule.

Save all policy statements, premium statements, invoices, premium coupons, and receipts you receive from your insurance carrier for use as supporting documentation when submitting your reimbursement requests.

If you have not received or are unable to locate an invoice or statement, you may call your insurance carrier.

## **Explanation of Benefits (EOB) Statements**

Your insurance carrier will provide an EOB stating the amount of the expense covered by the plan, the remaining account balance, and the amount of your responsibility. Keep these EOBs as documentation of your health care expenses.

If you have not received or are unable to locate an EOB, contact your insurance carrier.



## Monthly Prescription Drug Plan Summaries

Each statement summarizes important information related to your prescriptions covered that month and may be needed to support your reimbursement request. If you do not enroll in a prescription drug plan, you will not receive these documents.





# Eligible Expenses

This is an overview of eligible expenses allowed for your reimbursement program.

## Premium expenses

The funds provided in your reimbursement program can be applied toward the **Medical, Prescription Drug, Dental, Vision, Medicare Part A/B and Long Term Care** premium expenses incurred while you are eligible for your funding program. Hearing premiums are not included. Generally, you will pay your insurance premiums to the insurance carrier on a monthly basis before requesting a reimbursement.

## Out-of-pocket expenses

Your reimbursement program allows you to be reimbursed for your eligible out-of-pocket health care expenses to the degree that funds are available. Eligible out-of-pocket expenses include copayments, deductibles and coinsurance payments. Other eligible expenses are defined as those incurred while paying for **Medical, Pharmacy, Dental, Vision and Hearing** services as described in Section 213 (d) of the Internal Revenue Code. For more information see the IRS publication 502 (available at [www.irs.gov/pub/irs-pdf/p502.pdf](http://www.irs.gov/pub/irs-pdf/p502.pdf)), the Summary Plan Description (SPD) provided by your former employer or benefits provider, or call Via Benefits.

## Sample list of eligible out-of-pocket expenses

The list on the next page is a sample of eligible expenses for reimbursement based on IRS Code Section 213(d). It is not a complete list and is subject to change without notice. The list includes some common out-of-pocket health care expenses that may not be eligible for reimbursement under your specific funding program. For more information on eligible expenses covered by your specific program refer to your SPD or contact Via Benefits.



## Medical

- Abdominal supports
- Ambulance
- Anesthetist
- Blood tests
- Blood transfusions
- Cardiographs
- Chiropractor
- Convalescent home (for medical treatment only)
- Crutches
- Dermatologist
- Diagnostic fees
- Gynecologist
- Hospital bills
- Hydrotherapy
- Insulin treatment
- Lab tests
- Operating room costs
- Organ transplant (including donor's expenses)
- Orthopedic shoes
- Orthopedist
- Osteopath
- Oxygen and oxygen equipment
- Physician
- Physical therapy
- Podiatrist
- Practical nurse for medical services
- Psychiatrist
- Psychoanalyst
- Psychologist
- Psychotherapy
- Registered nurse
- Spinal fluid test
- Surgeon
- Vaccines
- Wheelchair
- X-rays



## Pharmacy

- Prescription medicines
- OTC medicines



## Dental

- Dental treatment
- Dental X-rays
- Dentures
- Flouride
- Gum treatment



## Vision

- Contact lenses
- Eyeglasses
- Ophthalmologist
- Optician
- Optometrist



## Hearing

- Hearing aids and batteries

# Frequently Asked Questions

Via Benefits has helped hundreds of thousands of retirees access and manage their reimbursement account. We understand many people have similar concerns. Below are answers to some of our most frequently asked questions.

## Which health care expenses are eligible?

A sample list of eligible expenses is included in this guide. To view a more complete list, visit your Via Benefits online account and select the **Reimbursement Center** button. The only way to verify if an expense is eligible is to submit for reimbursement. Please call Via Benefits with any questions regarding eligible expenses.

## Why was my reimbursement request denied?

A reimbursement request can be denied for a number of reasons, including an incorrect or incomplete document or an ineligible expense. If a reimbursement you submit is denied, you can learn why on your Explanation of Unpaid Expense (EOUE). Follow the instructions on the EOUE to resubmit your reimbursement request.

## When should I receive my reimbursement?

Direct deposit is the recommended method for reimbursement. It takes three (3) business days for the payment to appear in your bank account after the reimbursement request is processed. This eliminates the need for a check, that can take up to 10 business days after the reimbursement request is processed.

## Who do I contact if I have questions?

Via Benefits' trained representatives are always happy to hear from you. Our representatives are available Monday through Friday, 8:00 a.m. to 9:00 p.m. Eastern Time. Call us using the toll-free phone number printed at the front of this guide or at the bottom of the page.

To verify your identity, you may be asked a few questions before you are connected to a representative. Please be prepared to provide your ZIP Code and the last four digits of your Social Security Number.







## Notes

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The information offered on our website and provided in this mailing is believed to be true and correct.

Extend Insurance Services, LLC\* is Extend Health, LLC's licensed insurance agency. Extend Insurance Services, LLC is a Utah resident insurance agency (Utah License No. 104741) and licensed as a nonresident insurance agency or otherwise authorized to transact business as an insurance agency in all states and the District of Columbia. Extend Insurance Services, LLC represents and receives payment of commissions from the insurance companies for which Extend Insurance Services, LLC is an agent and sells insurance products and services, and may receive other performance-based compensation for its sale of the insurance products and services provided to you. Insurance rates for the insurance products and services offered by Extend Insurance Services, LLC are subject to change. All insurance products and services offered by Extend Insurance Services, LLC may not be available in all states. It is your responsibility to enroll for coverage during the annual Medicare Open Enrollment period.

\*Extend Insurance Services, LLC is changing its d/b/a from Towers Watson's OneExchange to Via Benefits Insurance



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