



GUIDELINES FOR ORTHODONTIA REIMBURSEMENTS

Orthodontia payments are only eligible for reimbursement through the flexible spending account (FSA) if they are:

- Prepaid in full for treatment to be received during the plan year, or
- Scheduled payments as shown on a contract or payment schedule

Extra payments and late fees are not eligible.

There are two basic formats for reimbursement of orthodontic payments. These guidelines should help you to decide which format you would prefer to use.

1. Manual Reimbursements

For manual reimbursement, simply submit a copy of the payment schedule or the orthodontic contract with your first Request Form. In subsequent months you may request reimbursement for your orthodontia payment by submitting a completed reimbursement request as each payment comes due.

By submitting your payment schedule or orthodontic contract the first month, you will not need to submit any other documentation with the subsequent Request Forms. We are not able to reimburse payment amounts that differ from amounts shown as due on a payment schedule or an orthodontic contract without further documentation.

2. Automatic Reimbursements

For less paperwork you may elect to receive automatic reimbursements. To do so, just indicate this preference on the Request Form once each FSA plan year. At the beginning of each plan year, please send us a copy of your orthodontia contract that states your monthly payment. On the 10th of each month (or the following working day) we will reimburse that monthly payment as stated on the orthodontia contract. You can expect to receive the automatic reimbursement between the 15th and 20th of each month.

With orthodontia claims you have a choice as to how you will be reimbursed. However, please remember that if you need to receive reimbursement by a specific date, you will need to submit a Request Form each month. The request should be at PacificSource Administrators at least one week prior to the date you wish to receive the reimbursement. Extra payments, late fees and/or finance charges are not eligible for reimbursement.

Orthodontia claims payments, either manual or automatic, will start once the new plan year is set up and initial payroll reductions for the new plan year have been received from your employer.

If you have questions concerning orthodontia reimbursement, please feel free to contact our Customer Service Department at (541) 485-7488 or (800) 422-7038.