

Debit Card Purchases

How to Verify Your Debit Card Transactions

The debit card is a simple and convenient way to access your spending account money. You can use it right when you check out. Simply swipe your card to pay for your eligible services. These may include medical or pharmacy deductibles, copays, even dental and vision expenses, as allowed by your plan. (Check your benefit plan description for details.)

Sometimes there is not enough information available at checkout to prove that the expense is eligible under your plan. That's when you will receive a letter. The letter will have instructions on how to verify your purchase. If you do not respond promptly, your debit card will become inactive until you confirm the expense.



Ways to Verify Your Debit Card Transactions

Submit Your Documentation

Your letter will ask you for details about your purchase. Please submit your Plan Activity Statement, Explanation of Benefits (EOB) or a detailed receipt.

Documents should include:

- Name of person who received services
- Date of service
- Name of provider
- Type of service
- Amount charged

Visit your member website at highmarkblueshield.com to view your debit card transactions or to download a copy of your Plan Activity Statement or EOB.



Submit an Alternative Expense

Submit documents for another eligible expense you've paid but did not submit to your spending account. Include a copy of your letter. If the expense is more than the requested amount, a claim form is required for additional reimbursement.

You can submit documents by:

- Fax: 866-228-9417
- Mail: Spending Account Processing Center
P.O. Box 25173
Lehigh Valley, PA 18002-5173



Reimburse Your Spending Account

If you do not have an alternative expense to submit, then you are required to restore the amount of your purchase into your account with a personal check. Please include the following information: your name, date of purchase and your company or plan's name.

Send your check and copy of the letter you received to:

Cashier
P.O. Box 890150
RE: Spending Account Reimbursement
Camp Hill, PA 17011-9774
ATTN: Accounting Services – CTR. ST. 2B L1 SAP



Watch a video on how to submit receipts at highmarkblueshield.com. Click the **Spending** tab, and select **Educational Materials**.