How to use your FSA or other reimbursement account

# You’ve chosen an account. Now what?

By now, you’ve probably had some practice using your flexible spending account (FSA) or other reimbursement account. There’s just one more thing to keep in mind to make sure there aren’t any hiccups.

## Watch for document requests and updates

After using your card or submitting the form for reimbursement, watch for the following in your email inbox or mailbox (depending on how you choose to get communications).

* **Requests for information.** If you don’t send the necessary information, HealthPartners will reach out within 30 days. If they don’t hear back, they’ll try again in another 30 days. As long as you send in the required info within 90 days of using your debit card, you’ll be able to keep using your card.
* **Requests for additional or correct information.** If you do send in information but there’s something missing, don’t worry. HealthPartners will let you know. They’ll even give you an extra 30 days to resend it.
* **Declined for reimbursement.** If you’ve sent information for an expense that’s not eligible, you’ll get a notice letting you know your debit card is suspended and how to repay it.

Questions? Call HealthPartners Member Services at **952-883-7000** or **866-443-9352**,   
Monday through Friday from 7 a.m. to 6 p.m. CT.