

Frequently Asked Questions

How can I obtain a reimbursement claim form?

Reimbursement forms are available by visiting our website at www.myCoreSource.com and logging in, e-mailing CSKCCoreflex@CoreSource.com, or calling **800-990-9058 ext. 42086**.

How can I submit a claim?

E-mail it to CSKCCoreflex@CoreSource.com, fax your paperwork to **866-514-8287**, or mail it to:

CoreSource
Attn: Flex/HRA/Supplemental Benefit Dept.
P.O. Box 25946
Overland Park, KS 66225

Why was the transaction denied when I tried to use my Benny Card?

There are several possible reasons why a transaction is denied. The most common problems are insufficient funds in the account to cover the transaction, or the vendor does not have an approved MasterCard® vendor code. Please contact our office if you experience a problem to see if it can be resolved while you are at the provider's office.

Can I be reimbursed for the cost of over-the-counter drugs with my Supplemental Healthcare Benefit account?

Over-the-counter drugs, medicines and biologicals are not eligible to be reimbursed by use of the debit card. However, if these expenses are used to treat a medical condition, they can be manually submitted for reimbursement. This includes pain relievers, cold medicines, allergy & sinus medications, gastrointestinal aids, anti-itch & anti-fungal medications, smoking cessation medications, etc. Members will be required to provide a copy of a prescription from a physician in order to obtain reimbursement for these items. Many medical devices and supplies are still covered and reimbursable by use of the debit card.

Can I spend the money in my Supplemental Healthcare Benefit account anytime during the plan year?

Yes. You can spend money from your Supplemental Healthcare Benefit account anytime during the plan year so that a large expense incurred early in the plan year can be reimbursed soon after you incur it.

Can I submit my credit card receipt or a balance due statement from my provider instead of an itemized statement?

The credit card receipt and the balance due statement do not include the necessary information to process a claim. An EOB form or itemized statement is required.

I did not receive my reimbursement check. How can I get a new check issued?

We must wait three weeks from the date the check was mailed before we can issue a stop payment. After the three week period has expired, we will issue a replacement check.

What happens if I don't use all the money in my Supplemental Healthcare Benefit account by the end of the plan year?

If you are near the end of the plan year and have not spent everything in your Supplemental Healthcare Benefit account, you should look for additional eligible expenses for the unspent portion. For example, any money left in your Supplemental Healthcare Benefit account could be used for a pair of prescription eyeglasses or contacts. If eligible claim reimbursements are not submitted prior to the end of your plan year, any remaining funds in the supplemental benefit account will be forfeited.

May I request an account statement at any time?

Yes, simply e-mail us at CSKCCoreflex@CoreSource.com or call our office at 800-990-9058, ext. 42086 and request a statement. Please note that it is standard procedure for you to receive a statement at the end of each quarter.

Online Access

If you are searching for an easy way to check your Supplemental Healthcare Benefit account balance, look no further. As a Supplemental Healthcare Benefit account holder, you gain access to your personal account balance and other helpful information through our online portal. Just go to myCoreSource.com, log in with your user-name and password and your Supplemental Healthcare Benefit information will be at your fingertips!