

# Harvard University Reimbursement Program (RP) FAQ



## What is the Reimbursement Program?

Harvard University provides a unique reimbursement program to assist employees who face high medical costs during the plan year. You do not have to enroll in this coverage, but you do need to meet the eligibility requirements. If you are eligible, once you meet the thresholds described below, you may be reimbursed for covered medical costs.

## Who is eligible for the Reimbursement Program?

You must be an active faculty or non-union staff member, have an annual FTE\* salary of less than \$110,000, and be enrolled in one of Harvard University's Medical Plans, other than a High Deductible Health Plan.

## How does this benefit work?

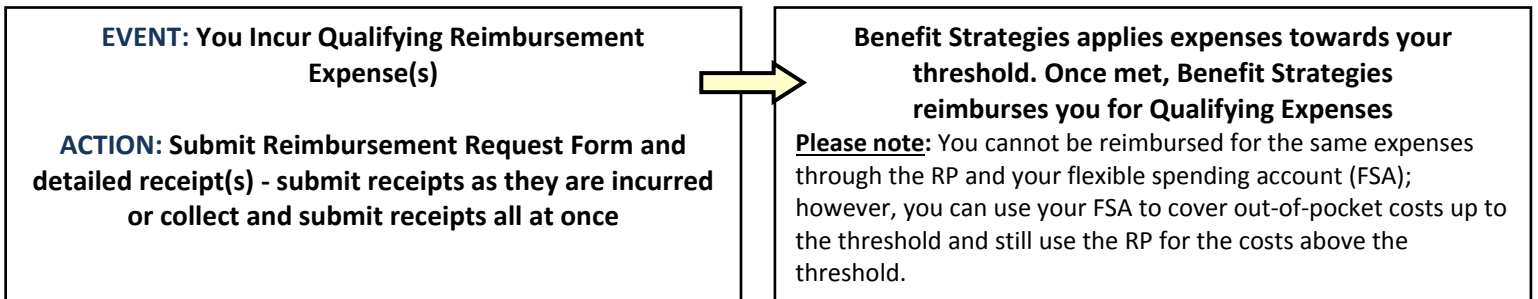
A certain threshold in Qualifying Reimbursement Expenses must be met before reimbursement will be made. The threshold is determined by your full-time equivalent (FTE)\* salary and whether you submit expenses for one eligible family member or multiple eligible family members:

### REIMBURSEMENT PROGRAM THRESHOLDS

My Full Time Equivalent (FTE)* Salary Is:	My Reimbursement Program Threshold Is:	
	In-Network out-of-pocket expenses including deductible, co-insurance, emergency room copayments, office visit copayments, and prescription drug copayments	
	Individual coverage**; or family coverage and submitting expenses for one family member for the plan year	Family coverage** and submitting expenses for more than one family member at any point during the plan year
Less Than \$30,000	\$600	\$600
\$30,000 - \$39,999	\$800	\$900
\$40,000 - \$49,999	\$900	\$1,200
\$50,000 - \$59,999	\$900	\$1,600
\$60,000 - \$69,999	\$900	\$1,900
\$70,000 - \$79,999	\$1,250	\$2,300
\$80,000 - \$89,999	\$1,250	\$2,800
\$90,000 - \$99,999	\$1,500	\$3,300
\$100,000 - \$109,999	\$1,500	\$4,000

\*FTE salary is your annual salary if you work full-time. If you work less than full-time, your FTE is the salary you would earn if you worked full-time at your same rate of pay. Thresholds are based on your FTE at the time you submit for reimbursement, not your FTE salary at the time expenses are incurred.

\*\* If you submit expenses for more than one family member, you will be reimbursed for any expenses incurred above the family threshold. If you initially submit expenses for one family member and receive reimbursement for expenses above the individual threshold, but subsequently submit expenses for another family member, you will not receive additional reimbursements for any family member until the family threshold is met.



## What are Qualifying Reimbursement Expenses?

The Reimbursement Program reimburses medical out-of-pocket in-network expenses including deductible, co-insurance, ER copayments, office visit copayments and prescription drug copayments. (Out-of-network costs are not eligible.) For an expense to be eligible, you must meet the participant eligibility criteria at the point the expense is incurred.

## Who administers the Harvard University Reimbursement Program?

Benefit Strategies, LLC is Harvard's administrator for this benefit.

## How do I submit for reimbursement?

If you are enrolled in an individual plan you can submit detailed and legible receipts with a completed RP Reimbursement Request Form to Benefit Strategies. Benefit Strategies will apply expenses towards your threshold. Your threshold is based on your FTE salary at the time you submit for reimbursement. Amounts submitted above the threshold will be reimbursed to you. As you continue to incur Qualifying Reimbursement Expenses, you may submit for reimbursement in the same manner.

If you are enrolled in a family plan, you have two options:

- If you have one family member who meets the individual threshold, you can submit expenses for that one family member and be reimbursed any of that family member's eligible expenses above the individual threshold. If you then submit expenses for any other family member(s) incurred during the plan year, you will not receive any additional reimbursements for any family member(s) until you meet the family threshold, at which point you will be reimbursed any eligible expenses above the family threshold.
- If you do not have one family member whose expenses meet the individual threshold, but you have multiple family members who combined meet the family threshold, you can submit expenses for those family members and be reimbursed for any eligible expenses above the family threshold.

## What is Supporting Documentation/Detailed Receipt?

Detailed, legible receipts from in-network medical providers and retail pharmacy and mail-order pharmacy providers are considered supporting documentation. Cancelled checks and credit card receipts by themselves are not acceptable.

## How do I obtain a RP Reimbursement Request Form?

There are several ways to obtain this form:

- Go to [www.benstrat.com](http://www.benstrat.com). Click on Client Links, located in the top right corner of home page, to access the link for Harvard University. Under the Plan Information section, click on Reimbursement Plan for the Reimbursement Plan FAQ and Request Form.
- Go to the HARVie forms page.
- Request a form be sent to you by contacting Benefit Strategies at 855-HVD-FLEX (855-483-3539) or [hvdflex@benstrat.com](mailto:hvdflex@benstrat.com).

## How do I submit the Reimbursement Request Form?

You may submit forms and supporting documentation to Benefit Strategies via fax, mail or secure email (see contact information at the bottom of the page.)

## When and how will I be reimbursed?

Properly completed forms submitted with all required supporting documentation will be expedited for payment as quickly as 2-7 business days and take no longer than 7-10 business days.

Participants can choose to be reimbursed by check or direct deposit. You can provide direct deposit information by logging in to your secure account at [www.benstrat.com](http://www.benstrat.com) or by completing a Benefit Strategies Direct Deposit Authorization Form.

## What is my plan year and deadline for submitting expenses?

Your plan year runs from January 1, 2019 – December 31, 2019. Reimbursement requests for expenses *incurred during the plan year* can be sent in at any point in the plan year but no later than **March 31, 2020**. Please note: thresholds are based on your FTE salary at the time you file for reimbursement, not your FTE salary at the time expenses are incurred.

## How do I view my submitted reimbursement requests?

There are several methods available to you:

- Log in to your secure account with Benefit Strategies by visiting [www.benstrat.com](http://www.benstrat.com). Click on Client Links, located in the top right corner of the home page, to access the link for Harvard University. From there, look for the Secure Account Login button. (If you are a first time user, click on the New User link to create your username and password.) After you login you will see all plans you are enrolled in with Benefit Strategies.
- Download the Benefit Strategies mobile application, available on iTunes and Google Play Store.

## What can I expect from Benefit Strategies?

- Claims will be paid in a timely manner.
- Benefit Strategies representatives will be able to provide information regarding your Harvard University Reimbursement Program. We can explain how the program works and how to submit for reimbursement. However, for any questions regarding your medical insurance plan and what constitutes covered expenses, please contact your medical insurance carrier directly.
- Our Customer Service Representatives are available Monday through Thursday from 8:00 AM to 6:00 PM (Eastern Time) and on Friday from 8:00 AM – 5:00 PM (Eastern Time) via telephone at 855-HVD-FLEX, online chat at [benstrat.com](http://benstrat.com), and email at [hvdflex@benstrat.com](mailto:hvdflex@benstrat.com). Language translators are available, please call for details.



## HARVARD UNIVERSITY REIMBURSEMENT PROGRAM

### Reimbursement Request Form

For Faculty and Nonunion Staff

FAX: (603) 232-1854 (Max of 15 pages)  
 Address: PO Box 1300, Manchester, NH 03105-1300  
 E-Mail: hvdflex@benstrat.com

### Employee Information

To update your address or email, please log into [hr.harvard.edu](http://hr.harvard.edu), and select "PeopleSoft" link at the top of any HARVie page. Once in PeopleSoft, click on Self-Service>Personal Information and make all necessary updates.

<b>Employee Name</b> (First, Last):	<b>Last 4 digits of Social Security #:</b> <table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>				
<b>Primary Phone</b> (include area code):	<b>Email Address</b> (E-mail is required to receive important account notifications):				

**Expenses:** Please list out all out-of-pocket **QUALIFYING REIMBURSEMENT PROGRAM EXPENSES**. If you are submitting more than eight dates of service, you may attach a list with the required information and write "see attached" on one of the lines below.

Date of Service	Full Name of Covered Person	Service Provided By	Expense Amount
/ /			\$ .
/ /			\$ .
/ /			\$ .
/ /			\$ .
/ /			\$ .
/ /			\$ .
/ /			\$ .
/ /			\$ .

*Complete below if any of the above expenses were incurred by your Spouse and/or Dependent*

Last four digits of Social Security #	Full Name	Date of Birth	Relationship to Employee
XXX-XX- _ _ _ _		/ /	
XXX-XX- _ _ _ _		/ /	
XXX-XX- _ _ _ _		/ /	

**Supporting Documents:** Include with this form all "Supporting Documentation" as defined in the important information section on the reverse side.

**EMPLOYEE CERTIFICATION: By signing below, I hereby certify the following:**

- I or my Spouse or Dependent has received the service(s) listed above on the date(s) indicated.
- The expenses listed above are "Qualifying Reimbursement Expenses" under the Harvard University Medical Reimbursement Program (the "Program") and were incurred by me, my "Spouse" or one or more of my "Dependents" as defined on the reverse side and in the Program.
- The expenses listed above have not previously been reimbursed from the Program or any other reimbursement program or health FSA (for example, my Spouse's employer's reimbursement program, medical plan or health FSA), and I will not seek reimbursement for them from any other source, including the Harvard University Medical Plan, Dental Plan, Vision Plan, Health FSA or any other plan.
- I understand the Qualifying Reimbursement Expenses reimbursed may not be used to claim any federal income tax deduction or credit.

I have read both the FAQs and the information on the reverse side of this form and understand that I can request a copy of the Program from Harvard University if I do not currently have a copy.

<b>PLEASE SIGN HERE:</b>	<b>Date:</b>
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## IMPORTANT INFORMATION

**Claims for Qualifying Reimbursement Program expenses incurred during the plan year (January 1 – December 31) MUST BE POSTMARKED by March 31 of the following year.**

**PLEASE NOTE:** Nothing in this section of the form is intended to supersede or replace the provisions of the Harvard University Medical Reimbursement Plan (the “Plan”). If there is a conflict between this section of the form and the Plan, the Plan will control.

**Eligibility** You must be an active faculty or non-union staff member, have an annual FTE salary\* of less than \$110,000, and be enrolled in one of Harvard’s HMO or POS medical plans (participants of one of the High Deductible Health Plans *are not eligible* for this program). You can be reimbursed for eligible expenses incurred within the plan year in excess of the following amounts:

Full time Equivalent (FTE) Salary*	Individual Threshold Enrolled in individual coverage or family coverage but submitting receipts for one family member only** for the plan year	Family Threshold Enrolled in family coverage and submitting receipts for more than one family member at any point throughout the plan year
Less than \$30,000	\$600	\$600
\$30,000 - \$39,999	\$800	\$900
\$40,000 - \$49,999	\$900	\$1,200
\$50,000 - \$59,999	\$900	\$1,600
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\$100,000 – \$109,999	\$1,500	\$4,000

\* FTE salary is your annual salary if you work full-time or, for those who work less than full-time, the salary that would be earned working full-time at the same rate of pay. Thresholds are based on your FTE salary at the time you submit for reimbursement, not your FTE salary at the time expenses are incurred.

\*\* If you submit expenses for more than one family member, you will be reimbursed for any expenses incurred above the family threshold. If you initially submit expenses for one family member and receive reimbursement for expenses above the individual threshold, but subsequently submit expenses for another family member, you will not receive additional reimbursements for any family member until the family threshold is met.

**Reimbursement Program (RP) and Health Flexible Spending Accounts (FSA)** The RP is separate from the Health FSA, and you need not elect to contribute to a Health FSA to take advantage of the RP. You cannot be reimbursed for the same expenses through the RP and your Health FSA; however you may choose to use funds from your Health FSA to cover the thresholds shown in the chart above. Once you have met the applicable required threshold, you should submit receipts for additional eligible expenses to the RP (not to your Health FSA), and you will be reimbursed in full for eligible expenses above the threshold. You will need to submit supporting documentation for all copayments, including the threshold amounts, with the RP reimbursement form.

**Qualifying Reimbursement Expenses** include in-network out-of-pocket medical expenses including deductible, coinsurance, and emergency room, office visit and prescription copayments incurred through your Harvard-sponsored medical plan. In order for an expense to be eligible, you must meet the participant eligibility criteria at the point the expense is *incurred and* at the point the request for reimbursement is received for processing. Out-of-network expenses, dental plan, and vision plan expenses are *not eligible*.

**When To Submit Your Reimbursement Requests** Reimbursement requests must be submitted by the end of the run-out period, which is the March 31 following the close of the plan year (January 1 – December 31); or if March 31 falls on a Saturday, Sunday or holiday, the next business day. Please note, your threshold will be based on your FTE salary at the time you submit for reimbursement, not your FTE salary at the time expenses are incurred.

**Supporting Documentation** You must provide legible receipts from the provider for all Qualifying Expenses, including expenses that satisfy the applicable RP threshold, for which you are requesting reimbursement. Receipts must clearly show:

1. Name of person receiving service
2. Nature of service or supplies
3. Name and address of care provider
4. Amount charged to patient
5. Date the service was provided

Keep copies for your records. Canceled checks and credit card receipts by themselves are **not** acceptable. Failing to submit supporting documentation will delay (or prevent) claims processing.

**How to Submit Your Reimbursement Requests** You may submit your reimbursement request (this form and all supporting documentation) to Benefit Strategies, LLC by fax, mail, or secure email. If your reimbursement request is denied, written notification will be mailed to you. In some cases, you may be allowed to resubmit expenses with proper documentation.