Dear P&A Group Flexible Spending Account Participant,

President Trump signed into law the Coronavirus Aid, Relief and Economic Security Act or CARES Act on Friday, March 27. Included in the CARES Act is a special provision relaxing the OTC restrictions for spending accounts, which will be welcomed news for millions of account holders.

Highlights of the CARES Act include:

- Over-the-counter (OTC) items are now reimbursable under Flexible Spending Accounts without requiring a prescription or completing a Letter of Medical Necessity Form. This provision is retroactive to January 1, 2020.
- Menstrual care products are now reimbursable as eligible expenses, including tampons and pads.

**Important OTC Changes**

**Merchant Updates/Benefits Card:**

The new OTC eligibility will require an update to merchants’ eligible products. Every merchant will need to update their system to allow Convenience Cards to work at the point-of-service for health related OTC expenses. You should anticipate that not every merchant will have their systems updated right away. Industry experts have stated this process may take 4-6 weeks to complete and updated systems may differ on a merchant-by-merchant basis. In summary, approximately 17,500 OTC items will be adopted by merchants. Feminine care items will most likely be added within 4-6 weeks (targeted for mid-May) and will be available for purchase with your Convenience Card at that time.

**Submitting Claims:**

Claims may now be filed for OTC items incurred in 2020. The quickest and most efficient way to file your reimbursement for these out-of-pocket expenses is to log into your account at ncflex.padmin.com or through our mobile app and click Upload Claim/Documentation. You can also fax or mail a claim form to P&A Group. Claim forms are also available when you log into your account.
Please note: If you are submitting a claim for previously denied OTC expenses incurred between January 1, 2020 and March 27, 2020, please submit the expense as a NEW claim.

We are especially happy to see these legislative changes provide greater flexibility for our spending account participants. Additionally, we anticipate further guidance will be available in the coming weeks. As more updates are available, we will continue to keep you informed.

If you have any questions, please contact P&A Group Monday – Friday, 8:00 am – 10:00 pm ET, at ncflex.padmin.com or (866) 916-3475.

Thank you,
P&A Group