

## Request Denial Codes



Refer to the table below for additional information on denial codes and directions for what to do when a request for reimbursement is declined.

Denial Code	Direction
Description and Date of Service Required	Attach verification that includes the expense date and the expense type. See next page for requirements.
Documentation Unreadable	Attach verification that is complete, readable and includes all required information. See next page for requirements.
Duplicate Request	This request matches another one you previously submitted. If this was not a duplicate request, submit a support request (go to <i>Support &gt; Contact Us</i> ) with an explanation and any supporting documentation.
Explanation of Benefits Required	Resubmit your request with an explanation of benefits (EOB) from your insurance carrier.
Ineligible Expense	The expense you submitted is not eligible. Visit <a href="https://basiconline.com/cda">basiconline.com/cda</a> for more information.
Insufficient Documentation	Attach verification that includes all required information. See next page for requirements.
Letter of Medical Necessity Required	Resubmit your request with a <a href="#">Letter of Medical Necessity</a> signed by your provider.
Maximum Benefit Paid	Your maximum benefit election has been paid out. Sign into your account or open the BASIC benefits app to view your account balance and transaction history.
No Documentation Uploaded/Attached	Attach verification. Documentation must include all required information. See next page for requirements.
No Eligible Accounts	The expense is not eligible for reimbursement from any of your enrolled benefit accounts. Sign into your account or open the BASIC benefits app to see your active and closed accounts.
Not Enrolled	You are not enrolled in a benefit account. Sign into your account or open the BASIC benefits app to see your enrolled benefit accounts.
Patient Name Required on Documentation	Attach verification that includes the name of the person who incurred the expense.
Pharmacy Itemized Receipt/Bag Tag Required	Attach verification that includes the expense type, e.g., an itemized receipt or pharmacy bag tag. A credit card receipt is not acceptable documentation.
Premium Statement Required	Resubmit your request with a <a href="#">Recurring Individual Premium Reimbursement Request Form</a> and attach a premium statement from your insurance carrier that includes the coverage period, premium amount and insured name.
Runout Ended	The expense is no longer eligible for reimbursement because your request was not submitted within the allowed benefit plan runout period. Sign into your account or open the BASIC benefits app to view your benefit account summary.
Service Date Outside of Eligibility Date	The expense is not eligible for reimbursement because the expense date is outside of your period of eligibility for the benefit plan. Eligible reimbursements are based off when the service was provided, which may not be the same as the date of payment. See next page for details.
Service Must Be Rendered Prior to Request	Resubmit your request once the service has been provided. Prepayment for a service that has not yet been provided is not an eligible expense.

## Verification Requirements



The IRS requires that pre-tax benefit account funds be used for eligible expenses only. BASIC helps with this requirement by sending you email reminders or in-app notifications to submit required verification for your transactions.

If you receive direction from BASIC that you need to submit required documentation to verify a purchase or reimbursement request, follow the steps to the right.

You will need to submit an itemized receipt or statement from the provider or merchant or an explanation of benefits (EOB) from your insurance carrier that shows the following information:

1. Sign into your account or open the BASIC benefits app and go to TRANSACTIONS.
2. Filter by date and benefit account or scroll through the list. Transactions needing verification will have an ATTACH VERIFICATION button; click or tap the button.
3. Take a photo of your receipt or other documentation (*Mobile*), upload a file from your computer (*Web*) or attach an image from Bills and Receipts (*Web or Mobile*), then click or tap DONE.

- 1 The name of the person who incurred the expense.** This is you, or it may be your spouse or a dependent.
- 2 The expense date.** This is generally the date the service was provided. That date may also be when the expense was incurred, or the date you paid for the service, but not necessarily. See below:

*EXAMPLE 1:* You picked up a prescription and paid in cash.

✓ That's the expense date.

*EXAMPLE 2:* Following an appointment, you paid a copay using a credit or debit card.

✓ The service was provided that same day, so that's also the expense date.

*EXAMPLE 3:* Your provider sent you an email with an invoice attached and you made a payment on their website.

✗ The service date on the invoice is the expense date, not the date you made the online payment.

*EXAMPLE 4:* You received a bill in the mail for a hospital visit and mailed a check back to the billing department.

✗ The date of your hospital visit was the expense date, not the billing date or the date you wrote the check.

- 3 The expense type.** A description of the service provided or the items purchased. Credit card slips may not have this information, so ask for an itemized statement if that's the case.
- 4 The name of the provider or merchant.** It's rare not to find this on a receipt, but it happens. And an EOB might show a different name than you included with your reimbursement request, like the doctor's name rather than the hospital's.
- 5 The expense amount.** Your out-of-pocket cost or the amount owed after insurance. Ideally, this will be the same as your reimbursement request amount. If it's not, you may need to show your calculations.

### Note on Mobile Screenshots

These sure are convenient, but we often find they're missing one or more of the required details. For instance, even if it includes a well-known merchant's logo, we can't accept that in place of the name for verification purposes. Be sure to check that your screenshot includes all five things!

