

Debit Cards

Most Frequent VALID Decline Reasons

Although pharmacies across the country are reporting a smooth transition as they comply with new IRS rules, some are reporting that some Flexible Spending Debit Cards are being declined. Generally, if the card won't go through, there is a Valid reason for the decline and we wanted to let you know what the most frequent reasons are.

If the card is declined at a point of purchase, you can call Benefit Strategies for more information right there, on the spot. 1(888) 401-3539.

1. Participant did not activate the card. There is a sticker on top of the card when it comes to you; follow the directions to activate the card.
2. The card is "empty" and funds have been depleted. If all your annual allocation has been used, no additional sums can be reimbursed by the card.
3. The funds remaining are less than the charge being presented. Very often, if you have, for example, only \$100.00 in funds remaining and the purchase is for more than that, the card may be declined.

You have two choices;

- Call Benefit Strategies and see how much is left on the card. The vendor can revise what they are submitting to EXACTLY match the amount remaining and you can offer another method of payment to handle the balance due.

OR;

- Pay for the item(s) through some other method and submit the claim to Benefit Strategies later to use whatever is left on the card.
4. You are attempting to buy ineligible items with the card. Remember, the authorization at the point of purchase must exactly match what is eligible with the IRS. If not, the card will be declined.
 5. Merchant error. The merchant keys in the wrong card number, inventory number, expiration date, etc.

Many merchants are already in compliance and many more will be by 7/1/2009.