



Reimbursement Guidelines

Documentation Tips

1. Submit documentation that shows:
 - Provider's name and address
 - Date of service (NOT Date of payment)
 - Service provided and detailed description
 - Amount charged for the service
 - Patient's name
2. For Massage Therapy, Stop Smoking Programs, and Weight Loss Programs:
 - Submit a copy of the physician's statement of medical necessity with every reimbursement request
 - Obtain a physician's statement of medical necessity at the beginning of each plan year
3. Orthodontia:
 - Submit copy of itemized statement/payment receipt/coupon
 - Submit copy of contract/payment agreement with 1st claim of each plan year
 - Reimbursements will only be made in accordance with the payment agreement/contract

How to Submit for Reimbursement

1. Obtain a Reimbursement Form from your Employer or online at www.basiconline.com
2. Complete, sign, and date the Reimbursement Form
3. Attach all required documentation
4. Mail Form and all documentation to:
 - B.A.S.I.C.
9246 Portage Industrial Dr.
Portage, MI 49024
 - OR**
 - Fax to: 269-327-0716 or 800-391-6562
 - OR**
 - E-Mail to: claims@BASIConline.com
5. Keep copies of your receipts and documentation!

Common Mistakes to Avoid

1. Credit card receipts and personal checks cannot be accepted as documentation for reimbursement
2. Balance forward or previous statements cannot be accepted
3. Failure to sign the Reimbursement Form
4. Faxing documentation that is difficult to read
5. Highlighting information and then faxing it

24/7 Access to Your FSA

1. Our web site allows you to obtain your own account balances and reimbursement status on a 24 hour, 7 day a week basis.
2. Once your account is set up in our system, you will be sent a confirmation of set up with directions to our web site. Please watch for this email or letter.
3. Go to www.basiconline.com. You will need to log on and follow the online directions to access your account balances and status of your claims.

Fax Confirmation via the Web

You can verify your fax was received by BASIC by logging on to www.DoYouHaveMyFax.com. You will need the following information:

1. The FAX number of the machine you faxed FROM
2. The number of pages you faxed
3. The time you faxed

Updates are uploaded hourly. Faxes CANNOT be viewed online. However, the fax number, date, time and number of pages received are shown.

This fax confirmation feature CANNOT be used to determine the status of claims received. You can log on to www.basiconline.com or call 1-800-444-1922 x 1 to check the status of your claim.

Documentation Tips

BASIC provides a hard copy status letter approximately 90 days prior to your plan year-end as a reminder of your account balances.

If you have questions, contact the Human Resources staff for more information or call BASIC at (800) 444-1922 x1.



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