



## **DAVEVIC BENEFIT CONSULTANTS**

902 South Center Street  
Grove City, PA 16127

**800-854-4099**

**[www.davevic.com](http://www.davevic.com)**

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### **Frequently Asked Questions**

**Q. I have questions regarding my account, who is the best person to contact?**

*A. Davevic Benefit Consultants can be reached at 800-854-4099 or [flexcontact@davevic.com](mailto:flexcontact@davevic.com) with any questions regarding your account.*

**Q. I have both an HRA and I am contributing to the FSA. How does the card work? Does it pay from both accounts?**

*A. With your debit card, it will pull from your FSA first automatically. Once your FSA Funds are depleted, it will start drawing from your HRA.*

**Q. Why do I need to submit documentation for transactions made at the providers? If I am at the doctor's office, isn't that enough?**

*A. Per IRS Regulations, all debit card transactions for HRA and FSA must be substantiated. There are items at the providers office that are not eligible expenses, therefore, we need the documentation to verify all transactions are in compliance with plan rules.*

**Q. I have a claim with a date of service prior to July 1, 2023. What is the best way to pay this claim?**

*A. We would recommend submitting the claim manually through your mobile app or consumer portal and applying directly to your HRA.*

**Q. I need to submit a claim manually, what do I need to submit in order to get reimbursement?**

*A. You will need to submit a detailed receipt of invoice that shows the date of service (not date of invoice), providers name, amount billed, and what was done. This could also be an EOB from your insurance carrier.*

**Q. I used my account to pay for a claim with a date of service prior to July 1, 2023 and it came from my FSA. How do I get this corrected?**

*A. We will manually move this from your FSA to your HRA if we are able to. If you do not have any more funds available, you may need to pay this back. If you are unsure about a transaction, please contact Davevic Benefit Consultants.*

**Q. My account says I owe a repayment due to using my account for an ineligible expense, how do I pay this back?**

*A. You can pay this back by writing a check to Davevic Benefit Consultants for the amount, or you can pay back electronically through your mobile app or consumer portal. Please contact Davevic Benefit Consultants for more information regarding your account.*

**Q. I heard there was a \$50 minimum on reimbursements that were submitted through the mobile app or consumer portal. Is this true?**

*A. This is no longer true. All reimbursements above \$1 will be released weekly on Tuesdays.*

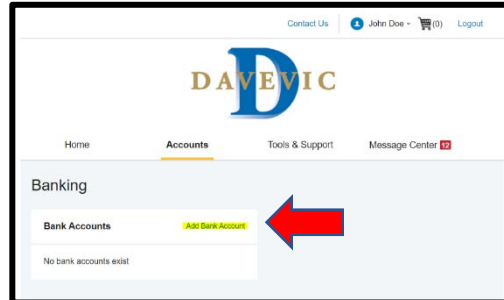
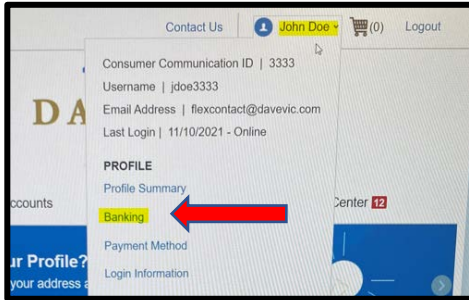
**Q. How do I set up direct deposit?**

*A. Please see the following page for instructions!*



# Direct Deposit – How to Sign Up

1. Log into your Davevic Consumer Portal or Mobile App. (Call Davevic at **800-854-4099** for assistance)
2. Once logged in, click **your name** in the upper right-hand corner, and a drop down should appear.  
*\*If using the mobile app, your profile shortcut is located at the bottom of your screen.*
3. Click **“Banking”**
4. Next, click **“Add Bank Account”**
5. Enter Bank Account Information (see left picture) and click submit at the bottom right.



**Banking / Add Bank Account**

**Bank Account Information**

Routing Number \*

Account Number \*

Confirm Account Number \*

Account Type \*

Account Nickname \*

**Bank Institution Information**

Bank Name \*

Bank Address \*

City

Select a state...

6. Finally, this pop-up will appear asking if you would like to change your payment method to direct deposit. Click the box (highlighted below) next to the plan years and click submit. You will then receive confirmation that your bank account and direct deposit information was successfully imported.

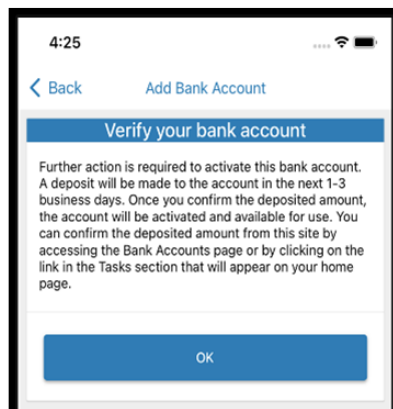
**Update Payment Method to Direct Deposit**

Select the plan year/s below that you would like to update your payment method to Direct Deposit.

| PLAN YEAR  | CURRENT PAYMENT METHOD | UPDATE PAYMENT METHOD TO |
|--|------------------------|--------------------------|
| <input checked="" type="checkbox"/> PY 2021-01-01 - 2021-12-31 HRA | Check                  | Direct Deposit           |

Cancel

7. Tap **OK** on the **Verify your bank account** message, initiating the micro-deposit process.
8. To confirm the micro-deposit, tap the link in the Task section of the Home page, type the amount, and tap **Submit**.



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[Back](#) [Activate Bank Account](#)

To activate this bank account you must verify the amount that was deposited to the account below. You are allowed only two attempts before the account will be locked.

**Account Details**

Bank Name UNITED BANK

Routing Number xxxx8849

Account Number xxxx3123

Amount\*

Enter the amount deposited into your account