



Customer Service:

888-862-6272

Fax:

813-387-3150

Email:

fsaclaims@emangrove.com

FSA :

Frequently Asked Questions

Q: What card should I be using?

A: You should have received a blue Mangrove Benefits MasterCard as your prepaid debit card; we no longer use red Benny Cards. Please contact us if you did not receive one and we will order a replacement card for you.

Q: When will I receive my FSA card?

A: Allow 10-15 business days after your FSA effective date to receive your FSA card.

Q: How do I get more than one FSA Card?

A: Visit www.emangrove.com, and choose "FSA Participant" under Account Login to print a Dependent Debit Card Order Form. Complete and return the form to Mangrove. The form can be faxed to 813-387-3150 or emailed to fsaclaims@emangrove.com.

Q: Can I use my FSA card in the current year to pay bills in a previous year?

A: No. The date of service must fall within the current plan year.

Q: Can I still purchase over the counter items with my FSA card?

A: Effective 1/1/11, the IRS has imposed new rules regarding FSA card use for over the counter items needing a prescription to be eligible. To avoid any confusion, Mangrove advises that you purchase over the counter items and submit a manual claim with receipts and a letter of medical necessity from your medical care provider for reimbursement.

Q: What is my balance?

A: Visit www.emangrove.com, and choose "FSA Participant" under Account Login to view all of your FSA information. You can also login directly in by following the instructions located in your FSA Welcome Packet, or call the Internal Voice Response system by calling 888-862-6272 which is available 24 hours a day 7 days a week. Your ID number is your social security number.

Q: What do I do when I receive a request for a specific receipt?

A: Send a copy of the receipt showing the type of service along with a copy of the receipt request letter to Mangrove.

