



mySourceCard® Frequently Asked Questions

Q: What is the mySourceCard® debit card?

A: The mySourceCard® is a limited-use MasterCard®, a payment facilitator that lets you pay for qualified expenses without being out-of-pocket and having to wait for reimbursement.

Q: What can I use the mySourceCard® to pay for?

A: You can use your card to pay for the qualified goods and services for which you previously would have submitted a reimbursement claim to DataPath Administrative Services for your health reimbursement.

Q: How do I use the mySourceCard®?

A: Present the mySourceCard® as payment for qualified goods and services. The amount of the transaction will be paid directly from the available balance in your reimbursement account.

Q: Since this is a debit card, do I need a PIN?

A: You may request a PIN, but it is optional. If presented with the option between Debit or Credit and you do not have a PIN, choose Credit.

Q: Does the provider have to do anything different to accept the mySourceCard®?

A: No, the card is compatible with standard MasterCard processing systems. The only requirement is that the provider's credit card Merchant Category Code matches one of those assigned to qualified goods and services. (For example, the card will not work at a gas station, bookstore, dog kennel, hair salon, etc.)

Q: What happens after I swipe the card?

A: As soon as a transaction is authorized, your "purse value" (the amount of money available to spend on your card) is reduced by the transaction amount. Within moments you will receive an email at your registered email address that confirms the transaction and your remaining balance after it has been deducted.

Q: Do I ever have to send in receipts or other supporting documentation?

A: Always keep your receipts. All card transactions must be substantiated. You will get an email a few days after each transaction letting you know whether a transaction automatically substantiated or not. If it did not, then you will need to send in a signed claim form and valid receipt showing the date of service, type of service, provider name and address, and amount of payment. Credit card receipts are not valid receipts.

Certain merchants have adopted an inventory control standard that cancels out the need for a receipt in nearly all cases. Transactions with these merchants (including Walmart, Walgreens, Target, Kroger, Harps, Kmart, Sam's Club, and others; see datapathadmin.com for latest list) should automatically substantiate.

Q: What happens if I am required to send in a receipt but don't do so promptly?

A: If you have a pending card transaction that has not been substantiated with a receipt within a certain period of time (depending on your plan, typically either 30 or 60 days), your card may be temporarily blocked from further use until the transaction is either substantiated, paid back, or offset with manual claims.

Q: What if there is not enough money in my account when I swipe the card?

A: If the transaction exceeds the available balance in the account you are trying to draw against, the transaction usually will be declined. Some merchants do have the capability of accepting "split tender" which will only pull the amount that's available off your card and then ask for a different form of payment for the rest.

Q: Are there any transaction limits?

A: There is a \$5,000 limit per transaction, even if you have more in your account. The maximum daily limit is also \$5,000, even if you have more in your account.

Q: How can I check on my account balance, transactions status, etc.?

A: You have online account access 24 hours a day at www.datapathadmin.com. (To log in for the first time, see the separate handout with login instructions). Here you can check your account balance and claim details, download forms, etc.

Q: What if I still need help after looking at my online account?

A: Call 501-687-6954 Monday through Friday 8:00-5:00 CST or email benefits@datapathadmin.com.