

**March 17, 2011**

**MEMORANDUM NO: 011-20HR**

**TO: Agency Administrators**

**FROM: Bobbie Chappell**

**VIA: Rip Colvin, Executive Director**

**RE: Medical Reimbursement Account (MRA) Required Documentation**

Medical Reimbursement Account (MRA) participants are required to send documentation for any MRA card transactions that are not automatically approved at the point of sale to prove the expense is eligible. People First sends e-mail reminders to participants.

When participants fail to send documentation timely, their accounts are flagged. People First then sends notice that the card will be suspended (deactivated) at the end of the month. The Department of Management Services, Division of State Group Insurance, is allowed by the Internal Revenue Code to take this step to protect the pretax status of Medical Reimbursement Account (MRA) participants.

These suspension notices are sent the first part of each month. MRA cards are reactivated once the outstanding card transaction is resolved. People First sends MRA participants an e-mail when the card is reactivated.

During the week of March 1, People First e-mailed these suspension notices to participants who have not yet submitted documentation for certain card transactions. MRA participants who receive one of these e-mails can submit documentation for eligible expenses in one of three ways:

1. Scan documentation and submit it online through People First. Log in to People First then click "FSA Information" on the home page; click "Online Claim Submission" and follow the directions and submission requirements; or
2. Fax the documentation and claim form toll-free to (888) 800-5217 or (850) 425-4608 (Tallahassee); or
3. Mail the documents to People First Service Center, P.O. Box 1800, Tallahassee, FL 32302-1800.

If MRA participants have questions, please direct them to login to People First to review their MRA information or to call People First at (866) 663-4735.

To login to the People First System employees will need to go the People First website at: [https://peoplefirst.myflorida.com/peoplefirst\(bD1lbiZiPTIzMA==\)/logon.htm](https://peoplefirst.myflorida.com/peoplefirst(bD1lbiZiPTIzMA==)/logon.htm). They will then be required to enter their People First ID. Employee's People First IDs can be found on your Monthly Rate Report. If the employee is a new hire or has never logged in to People First, their temporary password is Pf (uppercase P, lowercase f) plus the two digit birth month, two digit birth day, and the last two digits of the birth year. For example if the employee was born on March 5, 1972, their password would be Pf030572. The employee will then be prompted to choose and answer three security questions and will be prompted to change their password.

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