EBPA REIMBURSEMENT ACCOUNTS

Enclosed you will find your EBPA Benefits Debit MasterCard®.
1. Read the enclosed Cardholder Agreement
2. Sign the back of your EBPA Benefits Card to indicate that you understand and accept the terms of this agreement
3. Use the EBPA Benefits Card to pay for eligible services
4. Remember to keep all of your receipts

How to Contact EBPA Customer Service

Call our Toll Free Customer Service Number located on your EBPA Benefits Card.
Customer Service is available M-F 8:00 am until 7:00 pm Eastern Time.

Contact us at www.ebpabenefits.com or you can email us at reimbursementaccount@ebpabenefits.com with your inquiry for EBPA’s Reimbursement Customer Service Department.

You can access Reimbursement Account information through EBPA’s website:
www.ebpabenefits.com

How to Access EBPA’s Reimbursement Account Information Network

- Click on My EBPA Member Access
- Enter your employer name
- Select the account you wish to access
- First Time Users will need to create an account on the EBPA HealthCare Portal
- Click on Register (upper right hand corner)

You will only need to create an account one time.
Enter:
- Your Social Security Number (Employee ID)
- Registration ID: Click drop down, Select card number and enter card number

How to Create an Account with your EBPA Benefits Card

Purchases with your EBPA Benefits Card can be processed using a signature or a PIN.
If you are prompted to enter a PIN and you do not have it, ask the merchant to process the transaction so that you may sign for your purchase.
You can access your PIN on the EBPA HealthCare Portal.
Under debit card tab, click on Debit Card and click on Card Status.
There will be a View PIN link next to each card number.

EBPA’s Reimbursement Account Information Network page will allow you to:
- Review and print general FSA and EBPA Benefits Card information
- Print forms and worksheets
- View contact information and email our Customer Service Department
- Log in to access your personal Reimbursement Accounts

How to Submit Claims & Substantiation

Claims and Substantiation may be:
- Electronically transmitted through our Secure Document Submission Portal: https://secure.ebpabenefits.com
- Submitted online through the FSA claim system
- Mobile App upload
- Faxed
- Mailed

The EBPA Benefits Card is issued by The Bancorp Bank pursuant to license from MasterCard International Incorporated, and may be used wherever debit MasterCard is accepted. The Bancorp Bank, Member FDIC. The Bancorp Bank is not a party to the Benefit Plan or to other plan documents. They are not a fiduciary with respect to the Benefit Plan and are not responsible for the plan documents or the administration of your Benefit Plan. MasterCard is a registered trademark of MasterCard International Incorporated.