

# What is the “Date of Service”?

The definition of “Date of Service” varies based on the type of charges submitted with your claim. Use this guide to help you determine what date information to provide on your Exec-U-Care Claim Form and on the supporting documentation you submit.



Providing correct Date of Service information will expedite the processing of your claim. Failing to provide correct Date of Service information may cause your claim to be denied.

## **Medical/Dental/Vision Provider Claims**

The Date of Service for these types of claims will be the date the patient received services from the provider. In most cases, this will be the date of the office visit or appointment. This may or may not be the date any payment was made to the provider.

## **Prescription Medication Expense Claims**

The Date of Service for these types of claims will be the date the Prescription was filled by the pharmacy. This may or may not be the same date the prescription was picked up. The Fill Date will appear on the prescription tag attached to the pharmacy bag. Prescriptions ordered online will be processed with the Order Process date as the Date of Service.

## **Over-the-Counter Medication and Supplies Claims**

These types of expenses (cold medications, Band-aids, diabetic test strips, etc.) will be processed with the Purchase Date as the Date of Service. This is the date appearing on the cash register receipt. In addition, the receipt must include system generated information indicating the name of the product or be marked “FSA Eligible”. Handwritten information on the receipt cannot be used to substantiate this type of expense.

## **Eyewear or Ordered Medical Supply Claims**

Prescription Eyewear and Ordered Medical Supplies will be processed using the Order Date as the Date of Service. This is the date the expense was incurred, however, it may or may not be the date any payment was made to the provider. This is especially important to remember when ordering items at the end of a plan year, but not receiving them until the beginning of the next plan year. Charges will apply to the plan year in which they were ordered.