

## ASI Flex COVID-19 Information and Frequently Asked Questions for Employees

**Q. Will the deadline to submit reimbursement be extended?**

A. Yes! ASI and the Court have extended the deadline to submit reimbursement for claims incurred January 1, 2019 – March 15, 2020 through **June 30, 2020**.

**Q. Will the grace period also be extended?**

A. No, the grace period time period for claims incurred (2 ½ months following the end of the plan year – March 15, 2020 for the court) is set by the IRS. It cannot be extended by the Court or by ASI Flex.

**Q. Do I have to file claims in person/on paper?**

A. No. Employees are encouraged to file claims electronically through the ASIFlex MobileApp (free on Google Play or the App Store). You can also access ASIFlex Online (<https://my.asiflex.com/?refresh=1>).

**Q. ASI requested follow-up documentation for one of my card swipes, but my provider is too busy or is currently unreachable. What do I do?**

A. ASI has made the business decision to not inactivate debit cards during the immediate crisis. The letters that are sent to participants asking for such documentation will soon indicate that the documentation must still be submitted but that ASI will not suspend the card for lack of documentation at this time.

**Q. My daycare provider is closing. Can I stop my dependent care FSA deductions?**

A. Yes, participants enrolled in dependent care through the San Diego Superior Court can change or stop their dependent care deductions if they experience the qualifying event of their dependent care provider closing down. A change in the cost of care is also an eligible qualifying event.