

SFA Questions?

We've got answers!



Make the most of your special fund account (SFA) benefits—without having to call or click! Use this easy FAQ to find answers to common questions and helpful tips for using your SFA. Whether you're new to the program or need a quick refresh, you'll find the information you need to get started and stay informed.

How do I log in to my SFA?

Download the *Family Medical Care Plan - SFA* mobile app and use your provided credentials to log in. If you're a first-time user, follow the instructions to create your profile. You may also visit [your WEX SFA Portal](#) via the QR code on the right and use the same provided credentials to log in.



How can I view my SFA balance and track my spending?

To track your spending and view your SFA balance, log in to the mobile app. Your current balance will be displayed and you can review all transactions and claims. You can also set up alerts to notify you of your balance and activity. You may also view all of this information on [your WEX SFA Portal](#).

What expenses can I use my SFA for?

You can use your SFA for a wide variety of eligible healthcare expenses, including doctor visits, prescription medications, dental care, and more. Check the full list of eligible expenses on the Tools & Support section of the mobile app or by visiting the Resources page of our website at www.nifmcp.com and downloading your Summary Plan Description.

How do I submit a claim for reimbursement?

Log in to your mobile app and choose Reimburse Myself, and follow the prompts to upload your receipts or itemized statements. Your claim will be reviewed, and you'll be notified once it's processed. You may also submit claims on the online portal.

How long does it take to receive reimbursement?

Reimbursements are typically processed within 5 business days. Check your claims status anytime on the mobile app or portal.

When should I submit a receipt for reimbursement?

For debit card transactions, please allow 1-2 business days for the transaction to clear in our system. Check reimbursements can be submitted as soon as the documentation is available.

What happens if I lose my debit card?

If your card is lost or stolen, please report it immediately through the mobile app or online portal, and we'll send you a replacement card.

How do I set up my debit card in my mobile wallet?

Setting up your debit card in your mobile wallet is easy!

Follow these steps:



Open your mobile wallet on your Apple or Android device (Apple Pay, Google Wallet, etc.).



Add your debit card by entering the card details provided in the portal.



Use your digital debit card! Once added to your mobile wallet, you can make SFA-eligible purchases directly from your mobile device.

Need more assistance? **Ask the experts!**

If you have additional questions or need support, contact our Member Services team:



Call (877) 937-9602 or (706) 841-7000, Monday through Friday
8:00 AM – 7:00 PM EST.



For non-urgent inquiries or support, contact
SFASupport@nifmcp.com.



Visit the FMCP Participant Portal or our website at nifmcp.com to
message the Benefit Office.