



Plan Year 2025 Unsubstantiated Claims Notification

August 4, 2025

This is a reminder for all participants in the OGB Flexible Benefits Plan to review your **TASC flexible spending account (FSA) portal** for any required documentation needed to substantiate your claims for the 2025 plan year.

What You Need to Do:

- **Log into your TASC portal** at www.tasconline.com or use the TASC mobile app to:
 - Review any claims that require additional documentation.
 - Confirm your **personal email address** is correct.
- **LaGov employees:** Update your email address in the Personal tab in LEO.
- **Non-LaGov employees:** Contact your **Human Resources department** to update your personal email address.

Your personal email address is used to access your TASC portal and to receive important notifications from TASC.

TASC will send reminders for claims needing substantiation by **email and/or mail**. If you've opted in for electronic communication and haven't received emails from TASC, check your **junk or spam folder**.

TASC sends reminders on the following schedule:

- 30–60 days
- 90–120 days
- 160–180 days
- Final 180-day notice

Important Deadline:

All required documentation must be submitted by **April 30, 2026**.

If not substantiated by this deadline, the claim amount will be listed as **unsubstantiated** and become **ineligible for reimbursement** starting **May 1, 2026**.

Neither TASC nor OGB will review or remove unsubstantiated claims after April 30, 2026. It is your responsibility to ensure that all required information is submitted, received, and approved before the deadline.

Questions?

Please contact your **Human Resources department** for assistance.