



We make it easy for you to submit and manage your claims.

Types of Claims

There are three ways we may receive claim information: 1. from your health insurance plan, 2. through your payment card, and 3. reimbursement requests you enter online or on your mobile app. If we receive a claim from your health insurance plan or through your payment card, there is no need for you to enter a separate request.

Viewing Existing Claims

All claims, including payment card charges and those submitted to us by your health insurance plan, will automatically be recorded for you in your online account and in the mobile app. Simply log in and click to see the claim status and details.

Enter a New Claim

If you pay for an expense using personal funds (not your payment card), you will need to enter a claim for reimbursement. Entering a new claim is easy.

- x Log into your online account or mobile app
- x Click to add a new request for payment or reimbursement.
- x Enter the required information about your expense.



Good to know!

- x You may only submit claims for services incurred during the plan year or employment period. An expense is incurred when a service is received, not when a bill is paid.
- x If you paid using your payment card, there is no need to add a new claim. Just be ready to submit an itemized receipt if requested.
- x An Explanation of Benefits (EOB) provided by your insurance carrier usually has all the required information. Non-itemized statements, cash register receipts, credit card receipts and canceled checks are never sufficient because they do not contain payment details.

- x Log into your online account
- x

How do I enter a new claim?

Entering a new claim is easy. Simply:

- x Log into your online account or mobile app
- x Click to add a new request for payment or reimbursement.
- x

