How do I file FSA, HRA or Parking Account claims and upload a receipt?

You can submit the claim via the online portal, the mobile application, or the Reimbursement Request Form.

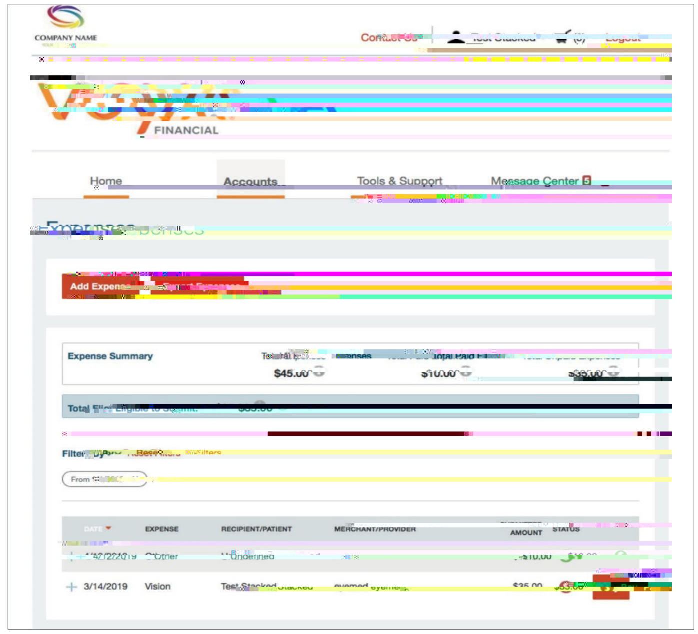
1. On the Home Page, click Reimburse Myself or Send Payment under the “I want to…” section, or from any page on the portal, expand the Accounts tab on the top of the screen.
2. The claim- ling wizard will walk you through the request, including entry of information, payee details, and uploading a receipt.
3. For submitting more than one claim, click Add Another from the Transaction Summary page.
4. When all claims are entered in the Transaction Summary, agree to the terms and conditions and click Submit to send the claims for processing.
5. On the claim con rmation page, you can print each claim con rmation form as a record of your submission. If you did not upload a receipt, you can upload it from this screen or print a Claim Con rmation Form to submit to the administrator with the required receipts.

   Note: If you see a Receipts Needed link in the Tasks section of your Home Page, click on it. You will be taken to the Claims page where you can see the claims that require documentation. You can easily upload the receipts from this page. Click to expand the line item to view claim details and the upload receipts link. To validate your claim, submit a receipt with the date(s) of service, type(s) of service, cost of service(s), and merchant name/information. lSece,/P <1.8e2.181paageaccou0171 <<vitytak<Accou01s/P <Tj EeceitabBDC /P <1.8e

How can I view all healthcare expense activity in one place?

1. From the Home Page, under the Accounts tab, click Expenses. The Expenses page provides you with an easy-to-use consolidated view of healthcare expenses for ongoing management of medical claims, premiums, and card transactions.
2. Easily lter expenses by clicking on the lter options on the navigation pane on the left side of the screen or by clicking on the eld headers within the Expenses page.
3. Expenses can be exported into an Excel spreadsheet by clicking on the Export Expenses button on the top of the page.

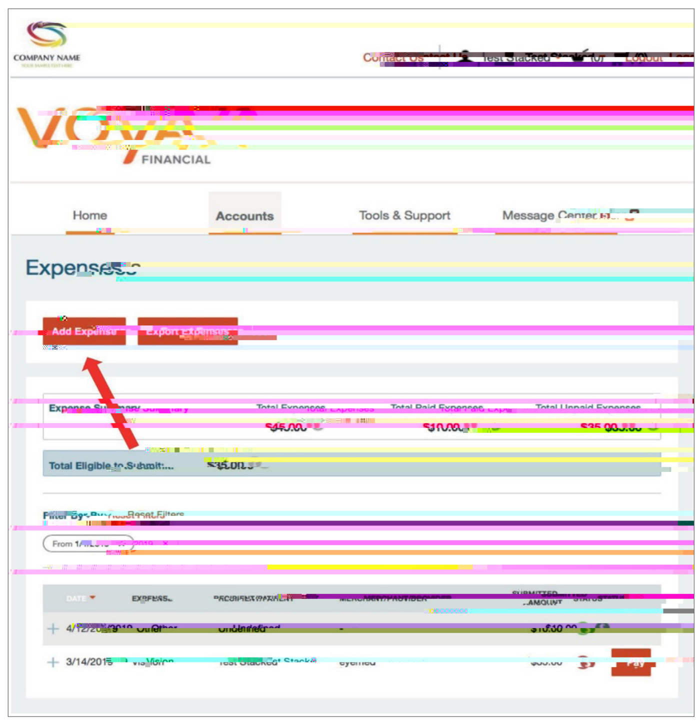
   Note: You can toggle between the Healthcare and Non-Healthcare expenses summary pages.



How do I add an expense?

1. From the Expenses page, click on the Add Expense button on the top of the page.
2. Complete the expense detail elds. You can upload a copy of the receipt and add notes for your records.
3. Once the expense has been added to the Expenses page, you can pay the expense if you choose.

   Tip: Select all the recipient(s)/patient(s) associated with the expense.



How do I pay an expense?

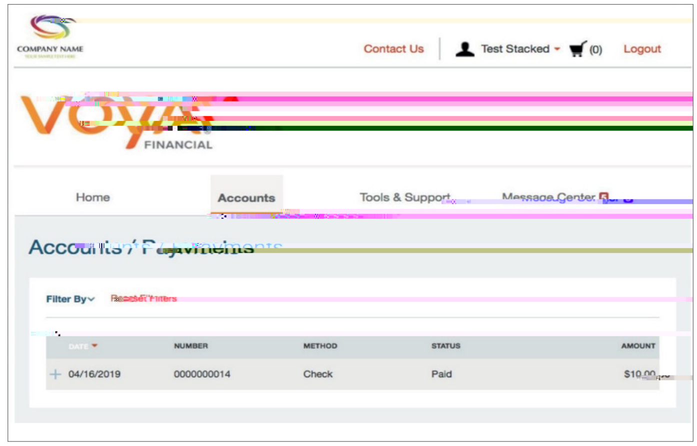
1. You may process payments/ reimbursements for unpaid expenses directly from the Expenses page.
2. Expenses will be categorized and payment can be initiated for unpaid expenses by clicking on the button to the right of the expense details.
3. Choose which expenses you would like to pay. Eligible accounts to pay from will be available to view
4. When you click Pay, the claim details from the Expenses page will be pre-populated within the claim form. Review and edit the claim details as needed.
5. You will have the option to either request a reimbursement to yourself or pay the provider.

How do I edit an existing expense?

1. You can edit expense details for all claim statuses directly from the Expenses page.

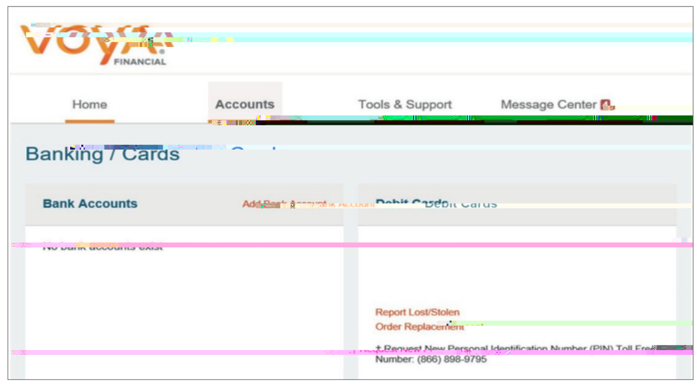
How do I view my payment (reimbursement) history?

1. From the Home Page, under the Accounts tab, click Payments. You will see reimbursement payments made to date, including debit card transactions.
2. By clicking on the line of a payment, you can expand it to display additional details about the transaction.



How do I report a debit card missing and/or request a new card for myself or a dependent?

1. From the Home Page, under the Accounts tab, click Banking/Cards.
2. Under the Debit Cards column, click Report Lost/ Stolen or Order Replacement and follow instructions.



How do I update my personal pro le?

1. From the Home Page, under the Accounts tab, click Pro le Summary . Here you can update your pro le information, add bene ciaries , and see your dependent information.
2. Click the appropriate link for you. Some pro le changes will require you to answer an additional security question.
3. Complete your changes in the form.
4. Click Submit.

How do I get my reimbursement faster?

The fastest way to get your money is to sign up online for direct deposit to your personal checking account. Before you begin, make sure that your employer is o ering direct deposit setup online.

1. From the Home Page, under the Tools & Support tab, click Change Payment Method under the “How Do I ” section.
2. Select the Update for the appropriate plans. The Payment Method/Update Payment Method page displays.
3. Select Direct Deposit and Update Bank Account.
4. Enter your bank account information and click Submit.
5. The Payment Method Changed con rmation displays.
6.

How do I view or access:

Documents and Forms

1. From the Home Page, click the Tools & Support tab.
2. Click any form or document of your choice.

Noti cations

1. From the Home Page, click the Message Center tab.
2. Click any link of your choice. You will be able to view and archive current documents, as well as reference documents archived previously.
3. You can also Update Noti cation Preferences by clicking on the link next to Noti cations.

Plan Information

1. On the Home Page, under the Accounts Tab, click the Account Summary page.
2. Click onto the applicable account name and the Plan Rules will open in a pop-up window. From the Home Page under the Tools & Support page, you may view Plan Summaries for basic information. Then click each applicable plan to see the plan details.