

# Guide to Filing Claims in Your Online Account

## THE KEY TO REIMBURSEMENT

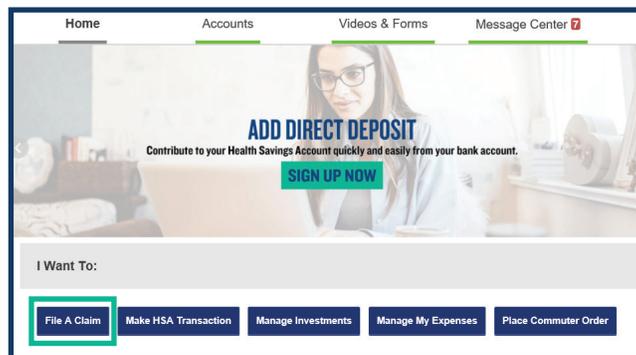
**You can file claims for out-of-pocket expenses in your online account, in the mobile app, or by email, mail, or fax.**

Note: Don't file a claim if you already used your Flexible Spending Account debit card. This could result in duplicate claims. If you're filing by email, mail, or fax, include an Out of Pocket Reimbursement Request Form, located in your online account.



**Step 1:** Log in to your online account.

**Step 2:** Select "File A Claim" in the "I Want To" section.



**Step 3:** Enter your claim information by selecting the appropriate options from the drop-down menus. (Note: An itemized receipt or Explanation of Benefits (EOB) is required to file a claim. When filing, you can choose to send payment to yourself or someone else. If you choose "Someone Else," a check will be mailed to the designated payee. Please allow two business days for processing and 10-14 business days for mailing time, if receiving payment by mailed check.)

**Step 4:** Select Add Claim, agree to the Terms and Conditions and select "Submit."

**Step 5:** You will receive a confirmation that your claim was submitted. It will be processed within two business days. If further documentation is needed, you will be notified via email if you have an email address on file or via mail. Once approved, we will direct deposit your payment or mail a check, depending on your account setup.