

How to File Claims Online



Are you tired of completing claim forms?

Now you can file claims online in just a few simple steps at flexiblebenefit.com.

1.

Once you have logged into your account, select **"My Benefits"** in the top navigation bar.

2.

Click **"Access Now"** next to your benefits listing.

3.

Select **"Enter New Claims."**

4.

Select the claim category from the drop-down menu provided and hit **"Continue."**

5.

Select the **"Type*,"** enter the claim details and select the payee. You may choose to pay yourself or have the payment sent directly to your provider. After you have selected the payee, hit **"Continue."**

6.

Next, you can choose to enter another claim or submit the claim that you have just entered.

7.

Once you have submitted your claim, you will need to submit proper documentation in order to substantiate your claim for payment. The documentation provided must include the provider's name, the dates of services, the services rendered and the amount charged. Payments cannot be made without supporting documents.

8.

You can scan and upload your documentation, or you can print a customized cover sheet that can be used to fax or mail the information to Flex.

Note: If your employer has set a minimum reimbursement amount, you will not receive reimbursement until the minimum amount has been met or exceeded, or at the end of the plan year, whichever comes first.

**For HRA claims, you will need to select the expense type based on the allowable expenses covered under your employer's plan. For example, if your employer's HRA covers deductible expenses only, make sure you select deductible as the type. The expense may have been a prescription drug or doctor's visit that was applied to your health plan deductible.*