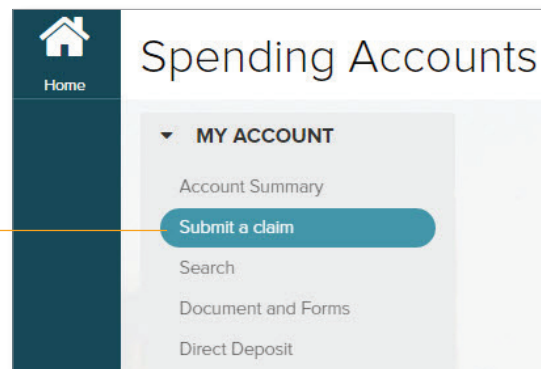


# Flexible Spending Account Online Claims Submission User Guide

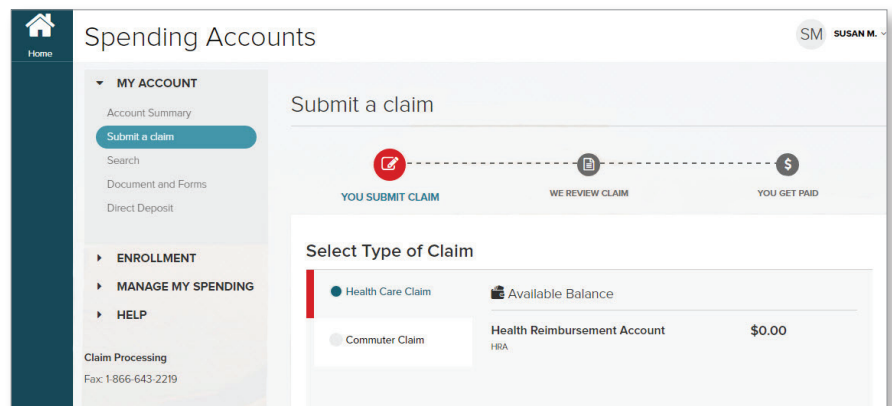
## A FASTER, EASIER WAY TO SUBMIT CLAIMS

FSA participants can enter claim data online and upload images of scanned documentation.

Once you log in to the spending account web site, you will have the option to enter claim data online. Click *Submit a Claim* from the main menu to begin.



After clicking *Submit a Claim*, you will see this screen.



## CLAIM TYPE

Based on the accounts you are enrolled in, you may see the following options:

- Health Care FSA
- Dependent Care FSA
- Commuter, or
- Fitness

Select Type of Claim

- Health Care Claim
- Dependent Care Claim
- Fitness Claim
- Commuter Claim

Select the claim type and complete all *Claim Detail* fields:

**Note:** The *Claim Detail* fields change depending on the claim type you select. Make sure all fields are complete before continuing including the *Certification* check box.

## UPLOADING RECEIPTS

Click *Find Receipt* to begin the uploading process. All files must be formatted as .pdf, .tif, .tiff, .jpg, .jpeg. File size cannot exceed 5MB and only five receipt files are allowed.

Once the file appears in the window, click *Submit Claim*. After the claim is submitted, you will receive a message that Wageworks has successfully received the claim.

Select Type of Claim

Health Care Claim  Available Balance: Health Care FSA 2016 (HCFSA2016) \$2,355.56

Fitness Claim

Enter Claim Details and Save Claim

SELECT TYPE: General Medical

FROM DATES OF SERVICE: 06/01/2016 TO DATES OF SERVICE: 06/01/2016

CLAIM AMOUNT: 10.00 PROVIDER NAME: Dr. Jones

BENEFIT RECIPIENT: Self

Upload Receipt

FIND RECEIPT

Demo\_Receipt.JPG 1.60 MB REMOVE

I CERTIFY THAT (TERMS AND CONDITIONS) claims processing help guide. The information contained within the pending certification section above is correct. I have not received reimbursement previously for these expenses from my Healthcare Account or any other plan and will not seek reimbursement by any other plan.

SUBMIT CLAIM CANCEL

**ATTENTION MAC USERS!** If you are using Google Chrome on a Macintosh, you must drag and drop the receipt file directly onto the Upload button to successfully upload the receipt.

After the claim has been submitted, you will then see a submission timeline and a summary of claim expenses. You also have the option of submitting another claim.

MY ACCOUNT

Account Summary

Submit a claim

Search

Document and Forms

Direct Deposit

ENROLLMENT

MANAGE MY SPENDING

HELP

Claim Processing Fax: 1-866-643-2219

Submit a claim

YOU SUBMIT CLAIM WE REVIEW CLAIM YOU GET PAID

We have successfully received your claim. Based upon our review we will determine if your claim is eligible to be paid. Be on the look out for an alert when it has been paid or if for any reason we need additional information from you.

CLAIM ID	SOURCE	TYPE	DATE	REQUESTED	PAID
01381504008	Online	Health Care	8/31/2016	\$15.00	\$0.00
01381503008	Online	Health Care	8/31/2016	\$15.00	\$0.00

SUBMIT ANOTHER CLAIM



## ADVANCED SEARCH

Unable to find your claim? Select *Search* from the main menu then the *Advanced Search* drop down. You can apply several search filters such as card transactions or claims needing attention.

The screenshot shows the 'MY ACCOUNT' section of a web application. On the left is a navigation menu with options: Account Summary, Submit a claim, Search (highlighted), Document and Forms, Direct Deposit, ENROLLMENT, MANAGE MY SPENDING, and HELP. The main content area is titled 'Search' and has tabs for CLAIMS, PAYMENTS, and CONTRIBUTIONS. Below the tabs is a 'Show Me' button. A dropdown menu is open, showing 'Advanced Search'. The search form includes an 'ACCOUNT' dropdown set to 'All Accounts', and two optional input fields for 'RECEIPT NUMBER' and 'CLAIM ID'. To the right is a 'Filters' section with a 'CLEAR ALL' button and a 'SEARCH' button. The filters are categorized into 'Claim Type' (with 'Mailed/Failed Claims' and 'Other Claims'), 'Claim Status' (with 'Claims Needing Attention', 'Ineligible Claims', 'Paid Claims', and 'Pending Claims'), and 'Claim Date' (with 'FROM' and 'TO' date pickers).