How to File a Claim

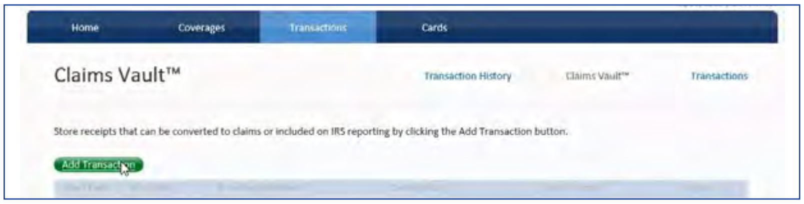
STEP 1

Log in to your account*

a. In the navigation bar at the top of the screen, hover over transactions, and **click on *ClaimsVault*™.**

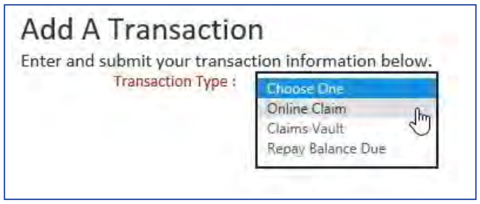
** Your home page and accounts may look different from what you see here, but the information will be in the same places.*

b. Click the ***Add Transaction*** button.



STEP 2

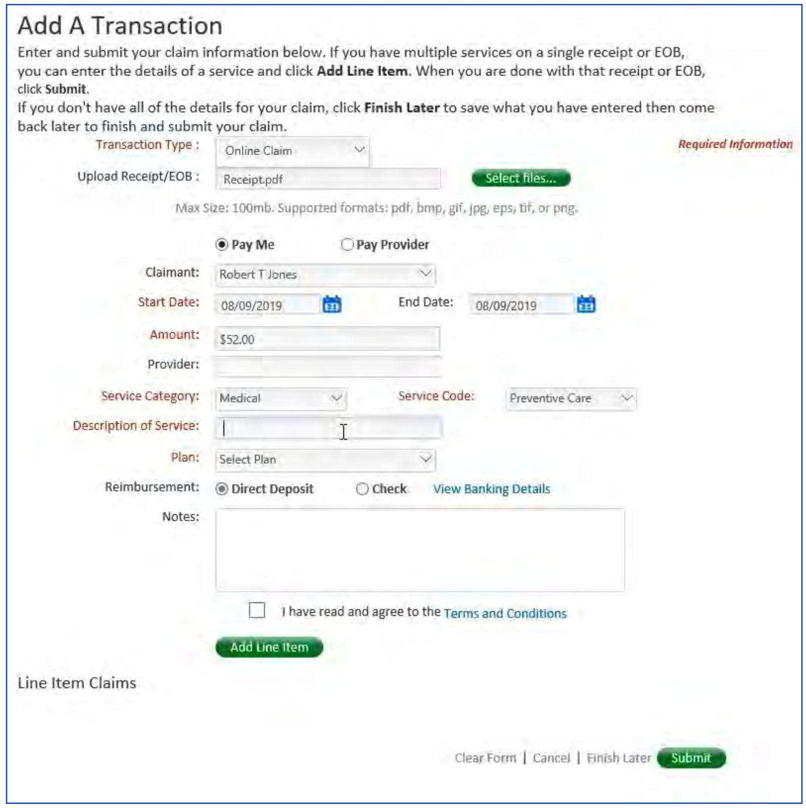
Choose ***Online Claim*** from the **Transaction Type Dropdown List** to file for reimbursement or payment now on a claim



Online Claim	ClaimsVault®	Repay Balance Due
A claim you want to file for re-imbursement or payment now.	Submit a claim to electronic storage for later reimbursement.	Allows you to return funds to your benefit account for denied or ineligible transactions.

STEP 3

Click the ***Select files*** button to upload a receipt or Explanation of Benefits. *A receipt is not required with your online claim, but for most plans, failing to attach a receipt will delay your reimbursement.*



** These drop down menus vary by administrator, so be sure to read the choices carefully.*

a. Choose **Pay Me** if you are being reimbursed, or **Pay Provider** if you need to pay a bill.

b. Complete the form, and check the appropriate **service category** and **Service Code***.

c. Add a **description of service**, choose the **benefit plan you are using**, and choose whether you are using **Direct Deposit** or **check** (if you have the option). Write in any notes that you may want for future reference.

d. Click the check box next to *"I have read and agree to the Terms and Conditions."* If you have several claims you are making, **click *Add line item*** to add more claims. Once you are finished, **click the *Submit* button.**

You have now submitted a claim. If you have further questions, please contact your benefits representative.

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