

How to Claim Funds from your Flex Benefit Account

Once you have enrolled in one of the flex plan options, there are a number of methods you can use to claim funds from your account(s).

- **Online Claim Filing:** See instructions below.
- **Manual Claim Filing:** Complete a Reimbursement Request form and attach the required receipts. You may download a copy of the form on our website- www.r1benefitstoday.org or from your Participant Portal. Mail, fax or email the completed form and receipts to our office. Our address and fax number is listed above. The email address is claims@r1benefitstoday.org.
- **Convenience Debit Card:** You may use the convenience debit card to purchase eligible items or services for your medical expense flex accounts (FSA, LPF and LP2). To obtain a debit card, you must submit a Debit Card Request form to our office, which you can download from your Participant Portal. **IMPORTANT NOTE –** Keep invoices for any debit card purchases! Many debit card purchases will require proof of eligibility!

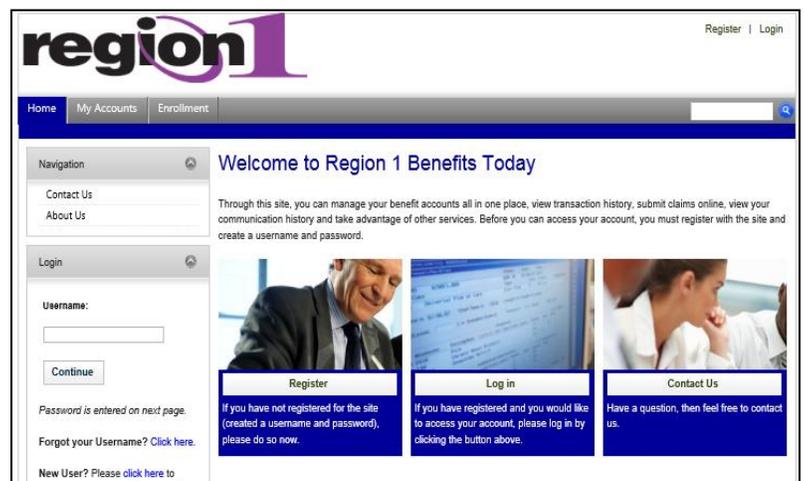
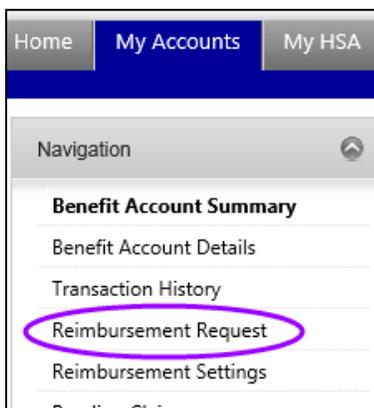
Online Claim Filing Instructions

You must be registered on the Participant Portal and have a valid email address in order to submit online claims. The instructions to register on the Participant portal have been provided to your Employer or you may download them from our website at www.r1benefitstoday.org.

NOTE: If you can scan and save a copy of your receipts to a file on your computer, now would be a good time to do so. Otherwise, you will have to submit your receipts separately instead of uploading them when you file your online claim.

Step 1 -Log in to the Participant Portal at <https://www.mywealthcareonline.com/r1benefitstoday>.

Step 2 - Select Reimbursement Request under the My Accounts tab



Step 3 - Select the “Add New” button.

Step 4 – Enter your claim information

- Enter your Dates of Services, both start and end dates. If they are the same, enter both.
- Enter the Amount of your claim.
- Select the Claimant. Typically this is you.
- Type in the Service Providers Name.
- Select the proper Service Category for the claim you are entering –
 - m – Medical Expense FSA (FSA and LP2)
 - l - Vision and Dental Only FSA (LPF)
 - d – Dependent Care (DCA)
- Upload your receipts by browsing to the file location on your computer. If you do not upload your receipts, you will have to mail, fax or e-mail your receipts to our office before we can review and approve your claim.
- Select the “OK” button.

Step 5 –Certify and Submit Your Claim

- Check the Certification box after you have read the certification statement and agree to its terms.
- Select the “Submit” button.

The claim has been submitted. You should receive an email indicating that you have properly submitted your online claim. If you failed to submit receipts with your claim, it will indicate that in the email.

Claim Payment Schedule

Claim payments are made on Thursday of each week. We strongly urge you to have all of your claim payments made through direct deposit to your personal bank account. It is faster and more secure than a mailed check. You may download a direct deposit authorization form on our website or your Participant Portal.

Other Useful Features on the Participant Portal

- Transaction History (My Account tab) – provides a complete detail of all transaction activity in your flex account(s).
- Pending Claims (My Account tab) – provides a detail of claims that are pending. If you failed to upload a receipt in the online claim filing process, you can do the receipt upload for a pending claim here.
- Resources tab – Many of the pertinent forms are available for download.
- Communications tab – A number of automated notices pertinent to your plan can be found here.

As always, if you have questions during the claims process do not hesitate to contact our office.