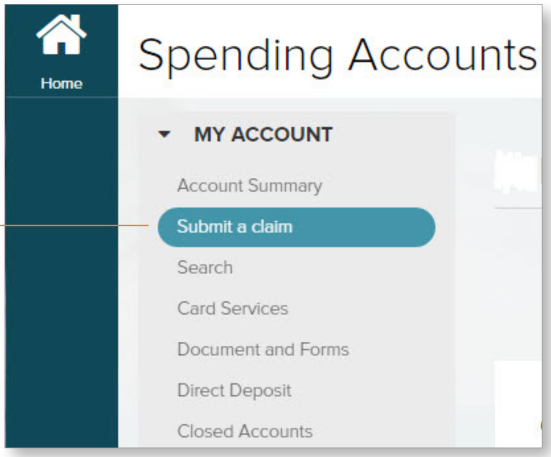
Flexible Spending Account Online Claims Submission User Guide

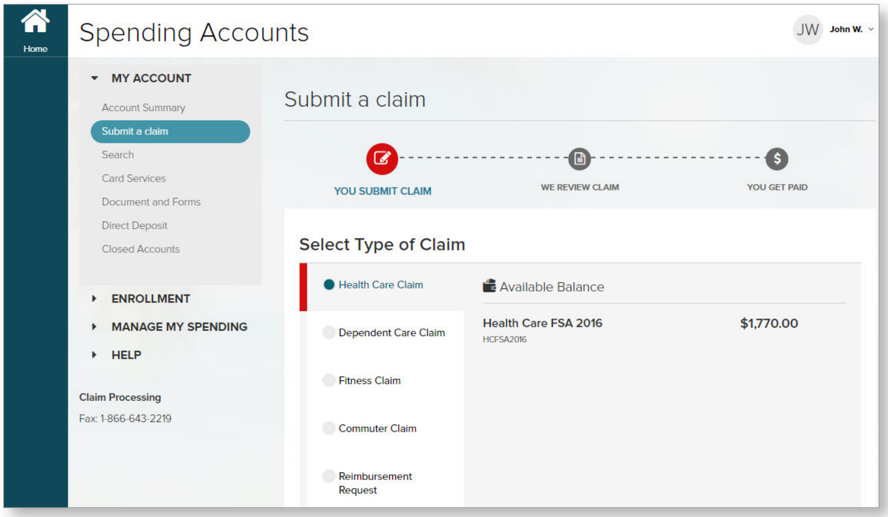
A FASTER, EASIER WAY TO SUBMIT CLAIMS

FSA participants can enter claim data online and upload images of scanned documentation for both manual claims and debit card transaction validation requests.

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.



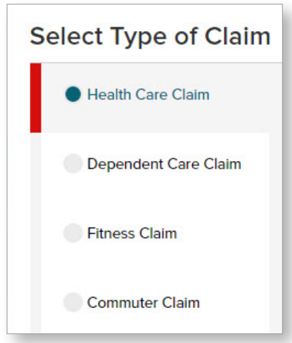
After clicking Submit a Claim, you will see this screen.



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



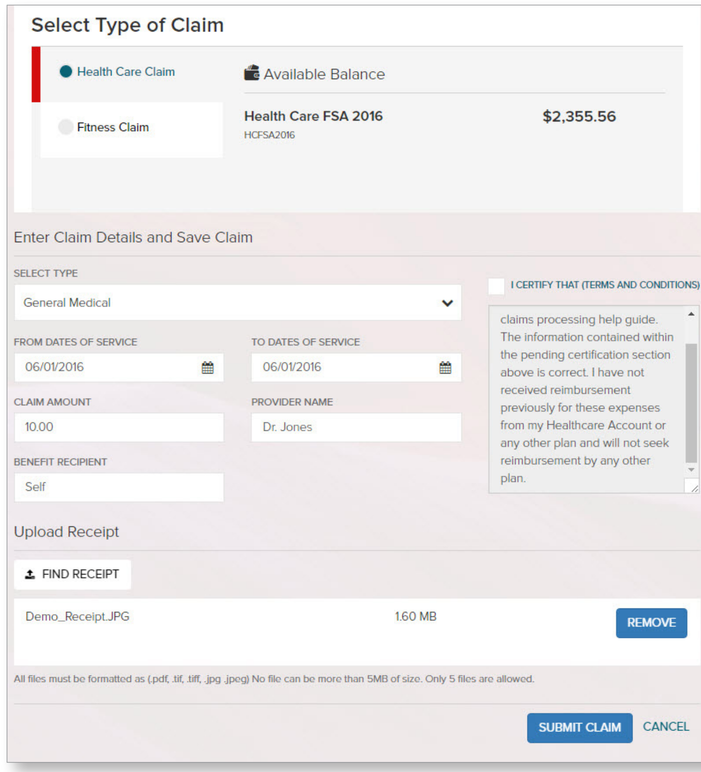
Select the claim type and complete all Claim Detail fields:

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

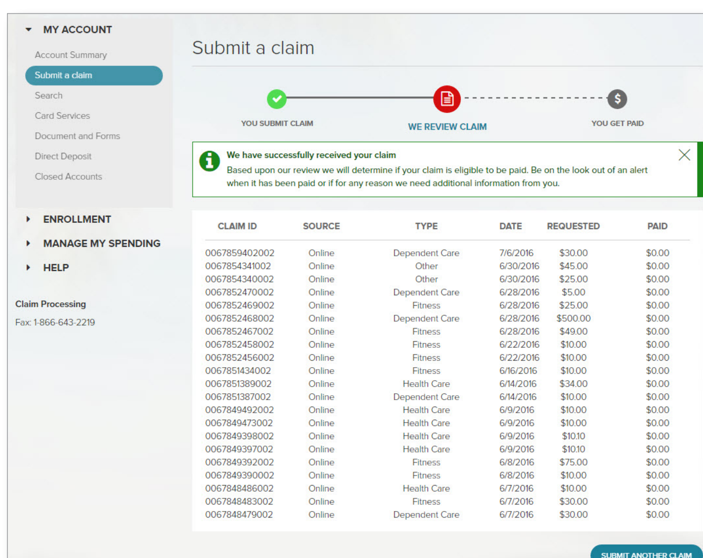
Click Find Receipt to begin the uploading process. **All files must be formatted as .pdf, .tif, .tiff, .jpg, .jpeg. File size cannot exceed 5MB and only <u>five</u> receipt files are allowed.**

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.



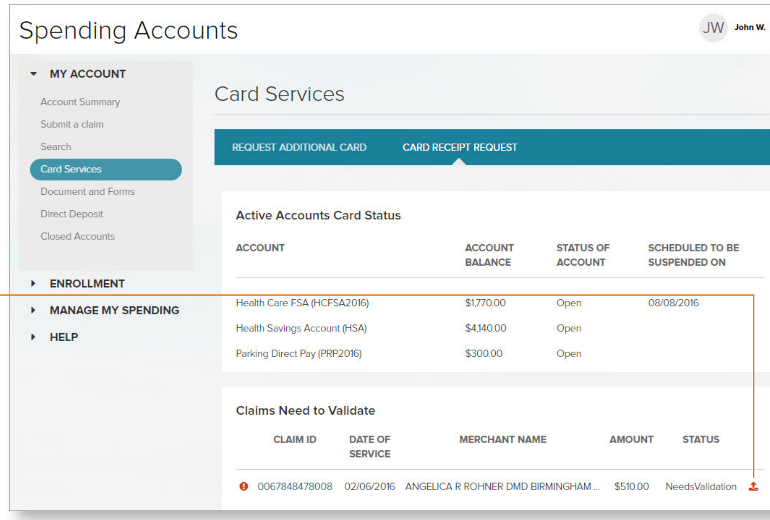
<u>ATTENTION MAC USERS!</u> If you are using Google Chrome on a Macintosh, you must drag and drop the receipt file directly onto the Upload button to successfully upload the receipt.

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.

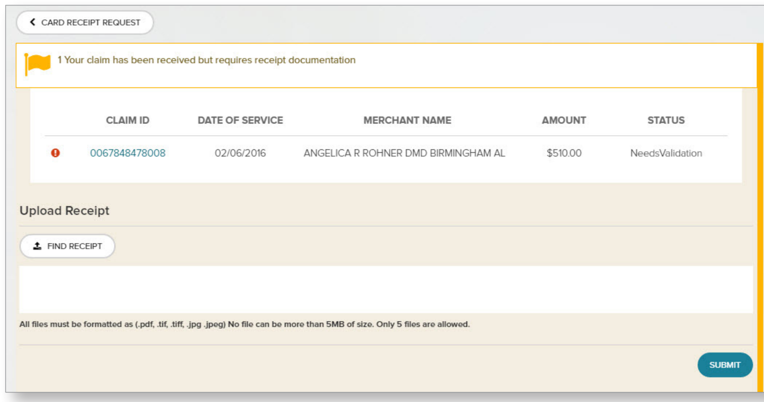


VALIDATING A CARD TRANSACTION

You can identify card swipes that need attention by clicking Card Services from the main menu and then Card Receipt Request. Claims needing validation will appear at the bottom of the page. To upload the receipt, click on the red arrow to the right of the Status column.



After clicking the red arrow, a window will open allowing you to submit the receipt for the transaction that needs validating.



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.