Filing an FSA Claim
Health, Dental/Vision, and Dependent Care FSA Plans

Best Options for Using Your Account

- Access your account on the mobile app and web portal:
  - Get the ProBenefits Mobile App: search for ProBenefits on the App Store or Google Play, and download the ProBenefits app with the yellow apple icon
  - Log in on the web portal at https://my.ProBenefits.com
- If you haven't logged in before, use "New User?" on the app or web portal to set up your account (once set up either place, you'll use the same login for both app and portal)
- File claims on the mobile app or web portal for quickest processing
- Provide your direct deposit information on the web portal for fast reimbursement

Flexible Spending Accounts

Flexible Spending Accounts (FSAs) are reimbursement accounts that allow you to pay for certain eligible expenses with tax-free dollars through pre-tax salary reduction. You may have elected to make automatic pre-tax contributions to one or both of the two types of FSAs: the Medical/Dental/Vision FSA (Health FSA) for eligible unreimbursed medical expenses (not covered or paid by any insurance) incurred by you, your spouse, and your dependents; and the Dependent Care FSA for eligible dependent care expenses (daycare, childcare) so you and your spouse can work, look for work, or attend school full-time.

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Submitting Claims

Please note that if you have used your ProBenefits FSA Debit Card for an expense, you should not submit a reimbursement claim for that expense; if you do, there's a chance your claim could be duplicated. Instead, please wait for a documentation request email or letter, look for the "Receipt needed to approve your claim" item in your Tasks menu on the web portal or mobile app, and upload the documentation there:

Tasks 🔟

! 1 receipt(s) needed to approve your claims ❓

You may not even need to submit anything for many ProBenefits debit card purchases (but be sure to save the documentation in your records anyway, per IRS regulations).

To submit a reimbursement claim on the mobile app or web portal, choose **I Want To: File A Claim** and follow the steps. The screenshots below are from the web portal; the process on the mobile app is similar.

ProBenefits

| Home | Accounts | Tools & Support | Message Center |

I Want To:

[File A Claim]   [Manage My Expenses]

To submit a Medical, Dental, or Vision FSA claim, choose **Pay From: Medical**. For Dependent Care, choose **Dependent Care**.

Accounts / File A Claim

Create Reimbursement   * Required

Online claims filing is a fast and easy way to file claims.

Pay From *   Medical   ⌄

Pay To * ❓   Me   ⌄

Based on your selection, you will be requesting a Claim Reimbursement.

Cancel   **Next**

On the next screen, upload your documentation. The documentation must show the date of service, the type of service, and the amount of the expense that is your responsibility. Basic credit card slips and canceled checks are not acceptable forms of documentation because they only show the purchase date and amount, which are not always the same as the service date and the amount that is your responsibility, and they do not show the type of expense. An itemized store receipt, a detailed walk-out statement or invoice from your provider, or an Explanation of Benefits (EOB) from your insurance company are all generally good forms of documentation.

Accounts / File A Claim

Receipt / Documentation   * Required

Receipt(s) * ❓   Upload Valid Documentation
                      Explanation of Benefits.PNG   Remove
                      Receipt
                      View Receipt(s)

Summary

Pay From   Medical

Pay To   Me

Cancel   **Previous**   **Next**

Next enter the claim details, including choosing the Category and Type that most closely match your expense.

Accounts / File A Claim

Claim Details   * Required

Start Date of Service *	1/10/2021 📅
End Date of Service	1/10/2021 📅
Amount *	$ 20.00
Provider *	Apple Grove Family Dentistry - Dr. Jonagold
Category * ?	Dental ⌄
Type *	Dental Copay ⌄
Description	

If the category is 'Other' or 'Over-theCounter Drugs', you must provide a description.

Recipient *
- ⦿ Jamie
- ◯ Alex
- ◯ Jo
- ◯ Sam

Add Dependent

Summary

Pay From	Medical
Pay To	Me
Documentation Uploaded	Yes

Cancel   Previous   Next

On the next screen, you can choose **Add Another** to continue adding claims if you have additional expenses to submit for reimbursement. The Transaction Summary will show the claims you are submitting during the current session. As you see in the example below, claims are being submitted for a dental copay and daycare expenses. Be sure to check the box to agree to the Terms and Conditions, and don't forget to click **Submit** to file your claims.

Accounts / Transaction Summary

Transaction Summary (2)

FROM	TO	EXPENSE	AMOUNT	APPROVED AMOUNT ❓		
Dependent Care FSA	Me	Child Daycare	$750.00	$750.00	Remove	Update
Health FSA	Me	Dental Copay	$20.00	$20.00	Remove	Update
Total Amount			**$770.00**	**$770.00**		

Claims Terms and Conditions   ✅ Agreed ⌃

☑ I have read, understand, and agree to the Terms and Conditions.

Cancel   Save for Later   Add Another   Submit

Important Reminders

- Good documentation must show the date of service, the type of service, and the amount of the expense that is your responsibility. An itemized store receipt, a detailed walk-out statement or invoice from your provider, or an Explanation of Benefits (EOB) from your insurance company are all generally good forms of documentation.

- If we request documentation for your ProBenefits Debit Card purchase, don't submit it as a reimbursement claim – there's a chance your claim could be duplicated. Instead, look for the "Receipt needed to approve your claim" item in your Tasks menu, and upload the documentation there.