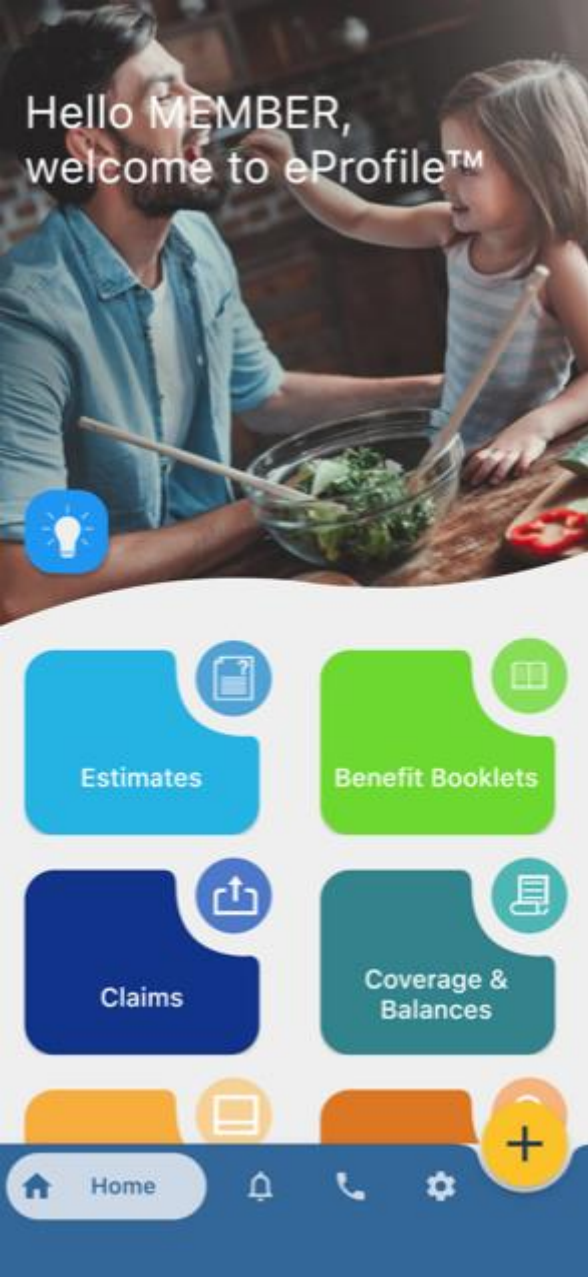


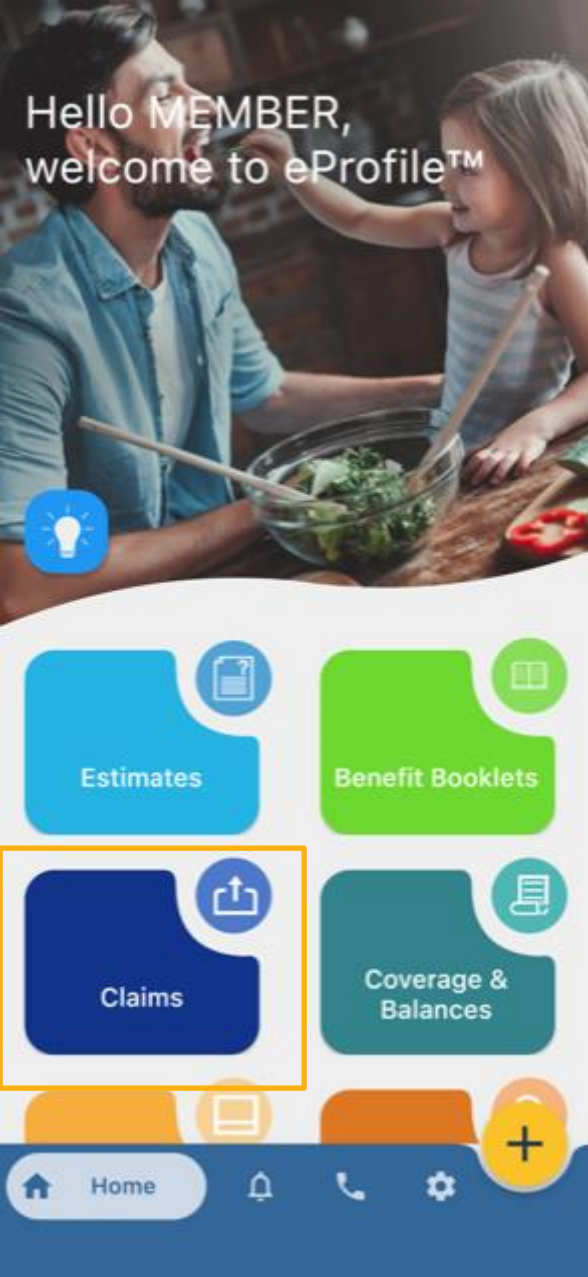


# SUBMIT CLAIMS





Welcome to your eProfile!  
Let's submit a claim!



Select the "Claims" tile

## Claims



1



### Submit eClaim

Enter claim details and submit directly for payment

2



### Submit Photoclaim

Submit claims using photos of your invoices and documents

3



### View Claims

Reversals, Invoices Required and Claims

4



### Activity Dashboard

Health claims, transaction volumes and expense details

5



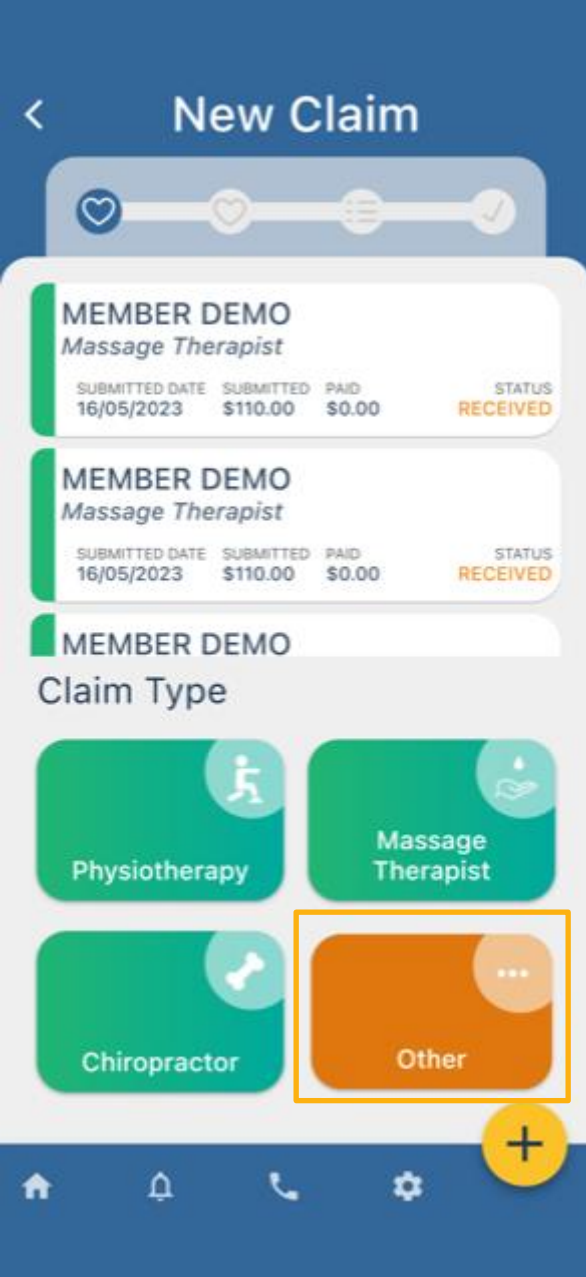
### View Photoclaim History

View Photoclaims submitted in the last 30 days

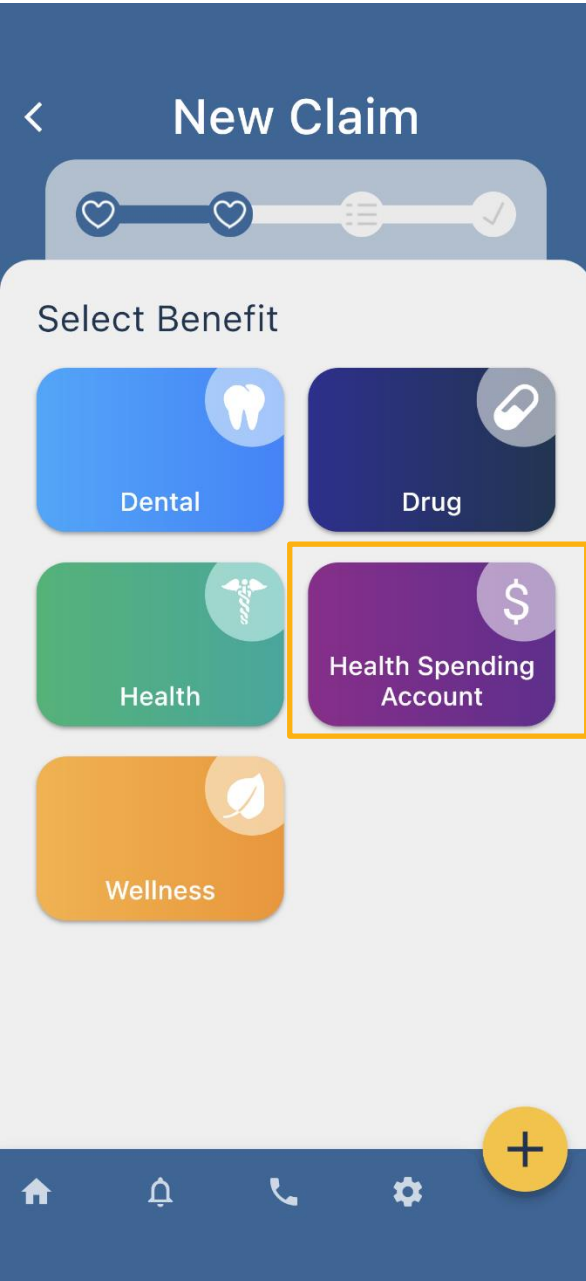
You will be presented with 5 options

1. Allows you to submit claims
2. Allows you to submit a PhotoClaim
3. View Claims
4. Activity Dashboard
5. View PhotoClaim History

You will select 1: Submit eClaim



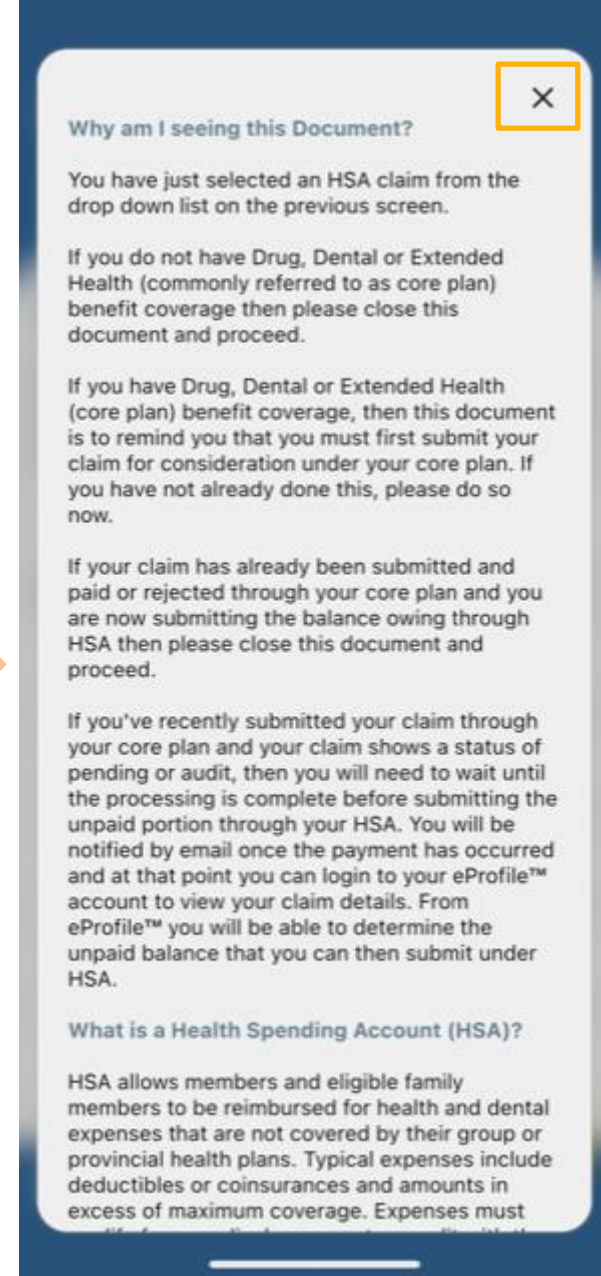
Upon navigating to the claims screen, you will be presented with your most recently submitted claims. If you are resubmitting the same claim type as previously submitted claims, the tiles below "Claim Type" will be provided – if it is a different claim type, you can select "Other".



You will select "Health Spending Account".

You will receive this message, and if you have "core" benefits for Drug, Dental or Extended Health, you will submit the claim under the core benefit first and can click, "Pay Balance from HSA".

Otherwise, you can close this out and continue to submit to HSA.



< New Claim

Service Type

Search

Appliances

Insulin Pumps

Breathing Equipment

Aerobika OPEP device

Aerobika OPEP device - Maintenance

Aerochamber

Aerochamber under 7 years

APAP

+

You will enter the type of service for the claim.

You can type in all or part of the type of service and the system will dynamically provide you with the options that apply. Once a benefit is selected you will be taken to the "Claims Details" page.

< New Claim

Service Type

Search massa

Paramedical Practitioners

Massage Therapist

"massa" message massacre

q w e r t y u i o p

a s d f g h j k l

z x c v b n m

123 space search

< New Claim



Claim Details



NEW CLAIM 1

Service Date

Patient

Message Therapist

Benefit

Amount

+ Add New Claim

Next



You will enter the service date.

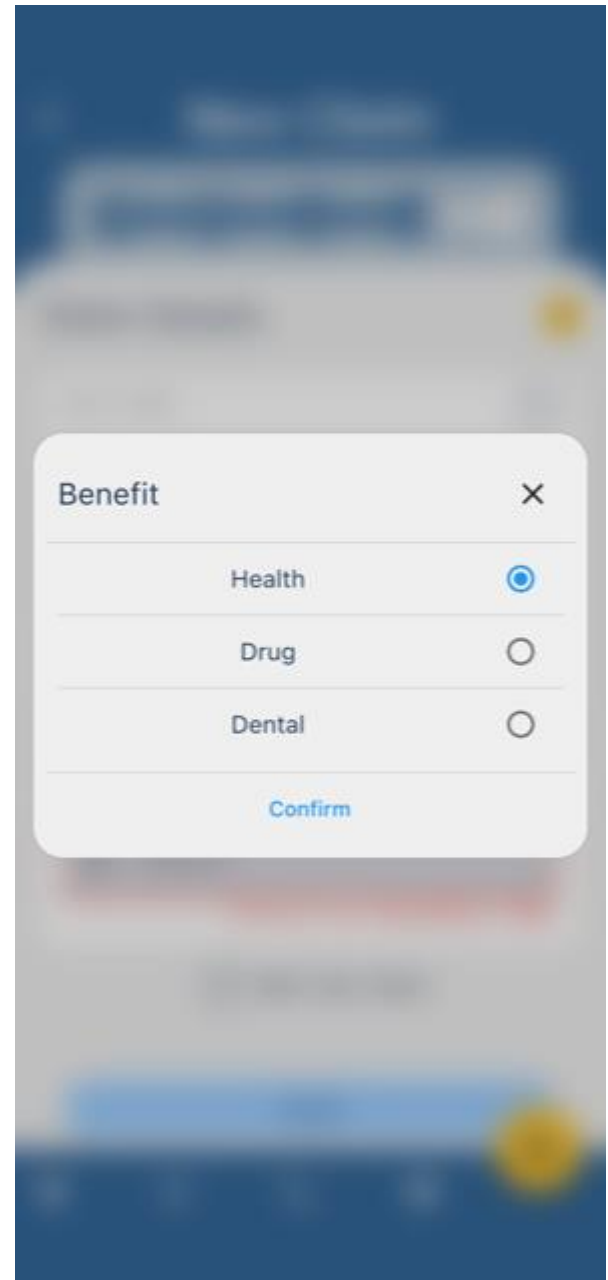
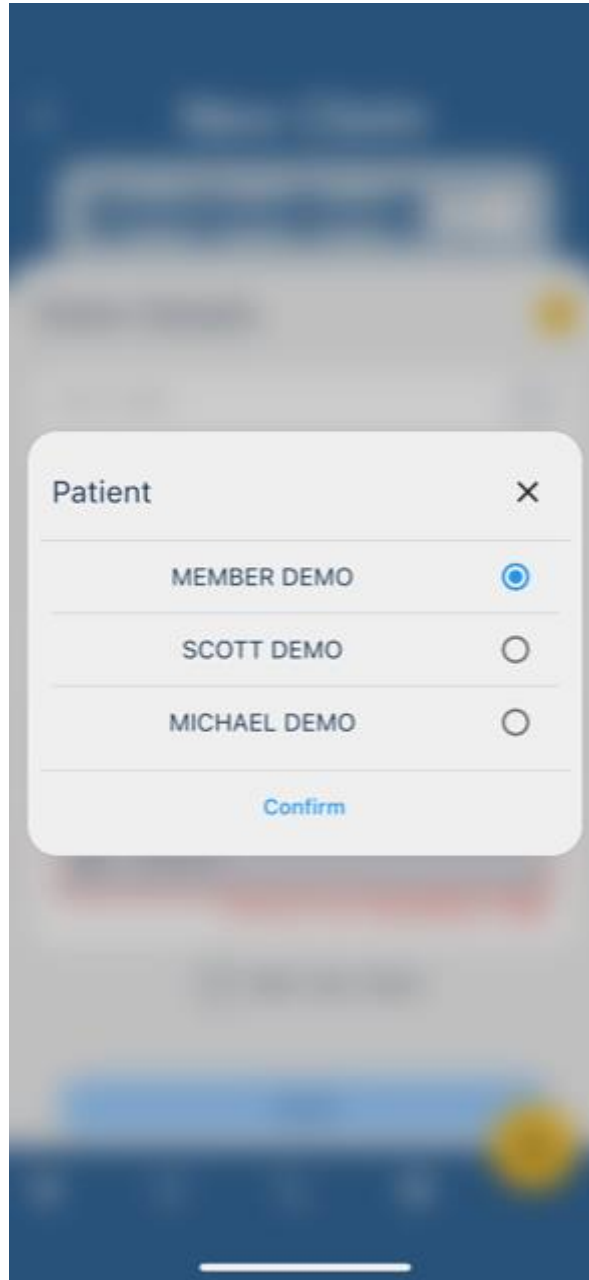
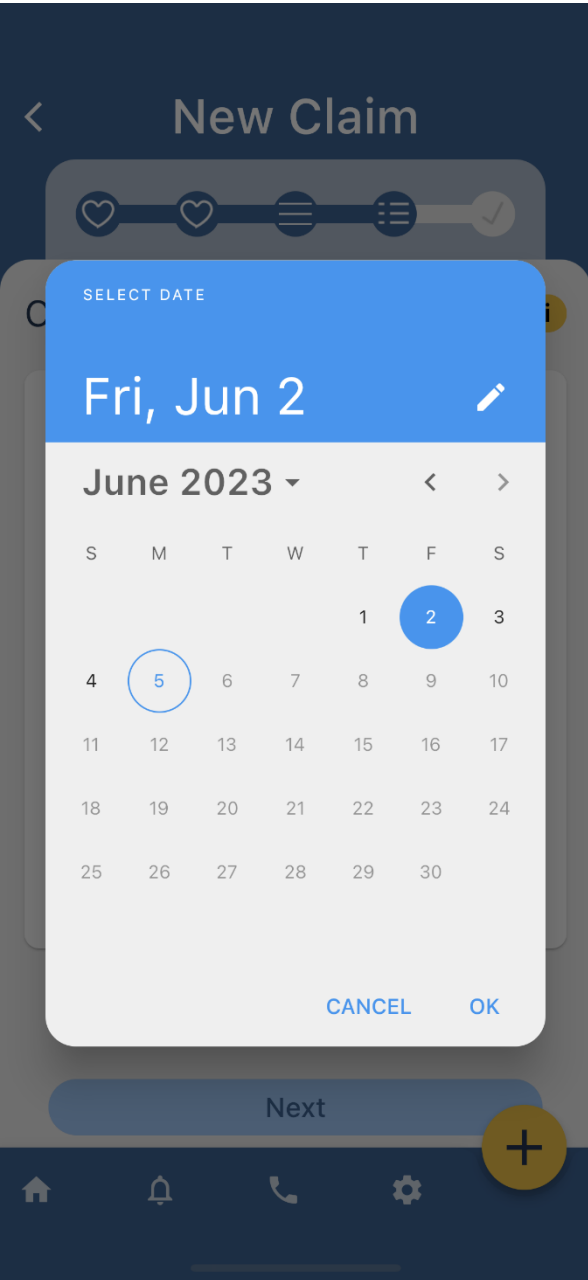
Who the service was for.

(service was pulled from prior selection page)

Benefit (Drug, Dental, Health)

Paid amount of the claim





# New Claim

## Claim Details

NEW CLAIM 1

02/06/2023

MEMBER DEMO

Massage Therapist

Health

\$110.00

Add New Claim

Next

If you have more claims to submit, you'll select "Add New Claim".

If not, you'll select "Next", and you'll see this summary of the claims you are submitting.

Click once you've read and understood the terms on conditions and "Submit".

# New Claim

## Claim Summary

**MEMBER DEMO**  
*Massage Therapist*

SERVICE DATE  
02/06/2023

SUBMITTED  
\$110.00

☐ I have read, understand and agree to the [terms and conditions.](#)

Submit



## Claim submission complete

The estimated payment time is 1.61 Days.  
Certain items may take longer to review due  
to the nature of the claim.

NOTE: You are required to retain original  
copies of your invoices for one year.

Ok

Success!!! You can click, "Ok".

If, however, your claim is selected  
for random audit, or your plan  
requires receipts every time, you  
will see this and the following  
screenshots will walk you through.

Click on "View Claims".



## Claim Documentation Required

One or more eClaims require  
documentation, please go to View Claims to  
complete your submission.

NOTE: You are required to retain original  
copies of your invoices for one year.

View Claims

<

View Claims

Invoices Required

Advanced Search

MEMBER DEMO

Health Spending Account

Massage Therapist

SUBMITTED DATE

05/06/2023

SUBMITTED

\$110.00

PAID

\$0.00

STATUS

ADD INVOICES

MEMBER DEMO

Health Spending Account

Massage Therapist

SUBMITTED DATE

05/06/2023

SUBMITTED

\$110.00

PAID

\$0.00

STATUS

PENDING

MEMBER DEMO

Massage Therapist

SUBMITTED DATE

16/05/2023

SUBMITTED

\$110.00

PAID

\$0.00

STATUS

PENDING

MEMBER DEMO

Massage Therapist

SUBMITTED DATE

16/05/2023

SUBMITTED

\$110.00

PAID

\$0.00

STATUS

PENDING

MEMBER DEMO

Massage Therapist

SUBMITTED DATE

10/05/2023

SUBMITTED

\$110.00

PAID

\$0.00

STATUS

PENDING

+

1

You will select the claim with an action required, if any, under the "STATUS" – in this case, "ADD INVOICES". (the pending ones mean it is in progress – these are a demo account that will not be processed)

You will see this screen and select "Upload Documents" to add invoices, referrals, or whatever else is required.

X

Export to PDF

MEMBER DEMO

Health Spending Account

Massage Therapist

SUBMITTED DATE

05/06/2023

SUBMITTED

\$110.00

PAID

\$0.00

STATUS

ADD INVOICES

Payment Summary

REISSUED DATE

DEDUCTIBLE/ CO-INSURANCE

\$0.00

DIRECT DEPOSIT STATUS

OTHER INSURANCE

\$0.00

PAID DATE

PAYEE

Member

Upload Documents

Claim Summary

CATEGORY

SUB CATEGORY

Massage Therapist

PROVIDER NAME

CLAIM NUMBER

1016925067

DISPENSE/ SERVICE DATE

ADJUDICATION DATE

05/06/2023

## Document Upload



Take Photo



Choose Photo



Browse

Select the document you want to add or take a photo of the invoice/receipt.

You will then see under "Uploaded Documents" the document has been uploaded and you can close this screen.



Export to PDF

### MEMBER DEMO

Health Spending Account  
Massage Therapist

SUBMITTED DATE	SUBMITTED	PAID	STATUS
05/06/2023	\$110.00	\$0.00	<a href="#">ADD INVOICES</a>

### Payment Summary

REISSUED DATE	DEDUCTIBLE/ CO-INSURANCE
	\$0.00
DIRECT DEPOSIT STATUS	OTHER INSURANCE
	\$0.00
PAID DATE	PAYEE
	Member

Upload Documents

### Uploaded Documents

[CAP\\_AC2A226C-5978-4946-9D95-640E9FEC9D2B.jpg](#)

### Claim Summary

CATEGORY	SUB CATEGORY
	Massage Therapist
PROVIDER NAME	CLAIM NUMBER
	1016925067
DISPENSE/ SERVICE DATE	ADJUDICATION DATE
05/06/2023	



## Claim submission complete

The estimated payment time is 1.61 Days.  
Certain items may take longer to review due  
to the nature of the claim.

NOTE: You are required to retain original  
copies of your invoices for one year.

Ok

Success!!! You can click, "Ok".