



# How to File a Claim For Reimbursement

## Where to Begin:

- Go to [www.connectyourcare.com](http://www.connectyourcare.com)
- Select **New members and existing users log in here>>** in the upper right hand corner.
- Sign in with your user name and password.
- If it is your first time visiting the site, choose **New User Registration** to select your user name and password.

**Enter a New Claim:** If you pay for an expense out of pocket (without using your healthcare payment card), you must enter a claim for reimbursement and submit your receipts. Entering a new claim is easy.

- Log into the CDH Portal and select **Claim Center**.
- Click on **Add New Claim** from the left-hand menu.
- Follow the four easy steps on the screen to enter information about your claim. Continue through the screens until the **Claim Submission Form** displays.
- **Print** the Claims Submission Form to use as your cover sheet, then fax it with your receipts to the number shown on the form. You can also scan the receipts to your computer and email them to the address on the form, or mail them to our claims center through the postal service.

**View Claims/Submit Receipts\* for Purchases Requiring Substantiation:** Even if you pay for an expense using your healthcare payment card, you may still need to submit receipts for that purchase. The CDH Portal will post a notice in your account when receipts are needed. To submit a receipt or to determine if you need to submit a receipt for a purchase, follow these simple steps.

- Log into the CDH Portal and select **Claim Center**.
- All claims display; ones needing receipts show at the top.
- Click on **Reprint Form** next to the claim to print your Claim Submission Form, then fax, email or mail it with your receipts to the number or address shown on the form.
- To view details of a claim, including copies of previously faxed receipts, click on **View Details**.

**View Claim Status:** At any time after your request is sent in, you can return to the Claim Center to see the status of your claim.

- Select **Claim Center** from the Home page. Select **All Claims** and the status of those claims will be displayed.

## Important Information

- \* You may only submit receipts for services incurred during the plan year or employment period. An expense is incurred when a service is received, not when a bill is paid.
- \* If you paid with your healthcare payment card, there is no need to add a new claim. Just be ready to submit receipt if requested.
- \* Credit card receipts or cancelled checks are not considered sufficient documentation.

*\*For eligible expenses covered by insurance; attach your Explanation of Benefits (EOB). For eligible expense not covered by insurance or where an EOB is not available; attach an itemized bill/receipt that includes the date of service, name and address of the provider, a description of the service and the amount charged.*



## Claims FAQs

### When will I need to submit receipts?

You will need to submit receipts anytime you request reimbursement. There are also times that you will need to submit a receipt when you pay with your healthcare payment card. Always save your receipts in case they are needed. Times you may need them for purchases include:

- Purchase of over-the-counter medicines at major retail drugstores and grocery stores such as CVS, Rite Aid, Eckerd, Safeway, etc. An exception to this is Walgreens; FSA eligible purchases made at Walgreen's stores will not require that you submit receipts as long as you use your healthcare payment card. Remember to pay for non-eligible items with a separate form of payment.
- Payments at a qualified provider that do not exactly match your health plan co-pays such as deductibles, coinsurance obligations, medical labs and dental offices.

### How can I minimize receipt requests?

The following are tips that may reduce requests for additional documentation when using your Visa card:

- Pay for your over-the-counter items (like aspirin and contact lens supplies) separately from your prescriptions.
- Purchase your eligible items online from drugstore.com, visiondirect.com, or at a Walgreens, Happy Harry's or Wal-Mart store.

### How will I know if additional documentation is needed?

You will be notified by email or in writing by a customer service representative. Additionally, when you log into your Account Claim Center, all claims needing receipts will be listed first.

### What if I do not submit the required documentation?

If you do not send the appropriate documentation as requested, your card privileges will be suspended, and you will be required to pay back any ineligible amount used from your FSA or HRA.

### What is the turnaround time for reimbursement requests processing?

We process reimbursement requests within 48 hours of receipt and send out reimbursements at least twice a month. Check your enrollment material or with your HR representative for your reimbursement schedule. You may check the status of your request online or by calling 1-877-292-4040. All claims requiring additional documentation are listed at the top.

### How will I receive my reimbursements?

You are eligible to be reimbursed by check or direct deposit. For quicker reimbursement sign-up for direct deposit. Enter your direct deposit information into your online account, or request a direct deposit enrollment form by calling customer service at 1-877-292-4040 or by sending an email to [service@connectyourcare.com](mailto:service@connectyourcare.com).

### FSA Store | flexible spending account

ConnectYourCare has partnered with [drugstore.com](https://www.drugstore.com), [Wal-Mart](https://www.walmart.com), [Walgreens](https://www.walgreens.com), [Happy Harry's](https://www.happyharrys.com) and [Vision Direct](https://www.visiondirect.com) to make it quick and easy for you to use your ConnectYourCare healthcare payment card for eligible over the counter (OTC) products. **When you use your card at these merchants, you don't have to send in receipts.**

Eligible items are clearly marked for your convenience and apply whether your account is an FSA, HRA or HSA. You can also purchase items that are not FSA, HRA or HSA eligible. Simply have another form of payment ready for these items.

### Questions?

ConnectYourCare Customer Service Representatives are available from 8 AM to 8 PM Monday through Friday at 877-292-4040 or at [service@connectyourcare.com](mailto:service@connectyourcare.com)