

Submitting Claims

HRA & FSA Plans

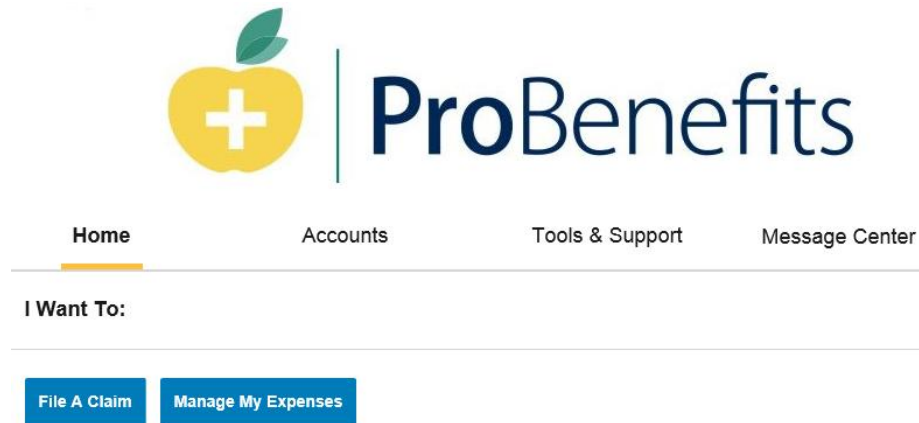
Best Options for Using Your Account

- 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 "First-time user?" on the app or "New User?" on the 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

It's very important to accurately select the Category and Type of expense when submitting a claim, since this determines how the claim will be applied. If an HRA claim is entered correctly, all that can pay from the HRA will pay, and any Health FSA monies that are available will automatically be paid as well. Please note that your ProBenefits debit card is only for use with FSA expenses. HRA expenses should always be submitted as reimbursement claims.



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.




To submit an HRA or Health 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 *

Pay To * 

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



On the next screen, upload your documentation. For the HRA, an Explanation of Benefits (EOB) from your insurance company is required, unless other documentation is allowed by your plan.

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](#)


The next step is very important. You must choose the correct Category and Type of expense in order to have your claim processed toward the HRA. For the HRA, you must choose **Category: Medical Expenses** and **Type: Medical Deductible**.


Any other Category and Type will bypass the HRA and only apply the claim to the FSA.



Accounts / File A Claim



Claim Details * Required


Start Date of Service * 

End Date of Service 

Amount * \$

Provider *

Category *  

Type * 

Description

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

Recipient * Sally Test
 Jan Test
 Joe Test
 Sam Test

[Add Dependent](#)

Summary

Pay From Medical

Pay To Me

Documentation Uploaded Yes



On the next screen, you can choose **Add Another** to continue adding claims if you have additional expenses to submit for reimbursement. The summary will show the claims you are submitting during the current session. As you see in the example below, the Medical Deductible expense has been applied to the HRA, and then to the Health FSA (because the HRA deductible has not yet been met); while the claim for bandages is being applied directly to the Health FSA, since that is not an HRA-eligible expense. 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 (3)

FROM	TO	EXPENSE	AMOUNT	APPROVED AMOUNT		
HRA Deductible	Me	Medical Deductible (EOB Required)	\$134.27	\$0.00	Remove	Update
Health FSA	Me	Medical Deductible (EOB Required)	\$134.27	\$134.27	Remove	Update
Health FSA	Me	Bandages	\$3.56	\$3.56	Remove	Update
Total Amount			\$272.10	\$137.83		

Claims Terms and Conditions ✔ Agreed ^

I have read, understand, and agree to the [Terms and Conditions](#).

Cancel Save for Later Add Another Submit

Important Notes

- Only use your ProBenefits debit card for FSA expenses, not HRA expenses.
- If we request documentation for your 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.
- To submit an HRA claim, be sure to use **Category: Medical Expenses** and **Type: Medical Deductible**; and upload your Explanation of Benefits.