

How do you Pay a Claim?



PAYING YOUR CLAIM



Remember, if you paid your claim already (RX claim) with your Debit Card DO NOT PAY the claim again even if it says REIMBURSE OR PAY. IF you paid cash for the claim, DO NOT PAY THE CLAIM again.

Click **My Claims Overview** under **Claims & Spending** to view claims that have been filed.

If you paid for a provider claim with your HSA debit card you can **“Mark as Paid”**

Click on a claim you would like to submit. Choose **Reimburse or Pay**.

Note that if you did not pay for a drug claim with your HSA debit card you will need to follow steps outlined on page 5.

DO NOT PAY the claim again if you have already paid for it either by the Debit Card or your own monies



Home | Benefits | **Claims & Spending** | My Care | Health & Wellness

Claims

NARROW YOUR RESULTS

Date Range: Last 6 months (02/06/16 to 08/06/16)

Action Required: Attach Receipt, Reimburse or Pay

Member: [Selected]

Coverage Type: Medical, Pharmacy, Spending

Status: [Info]

PRINT | DOWNLOAD

COVERAGE TYPE	MEMBER	DATE OF SERVICE	STATUS	YOUR COST
SPENDING	[Redacted]	/2016	Released	\$ [Redacted]
SPENDING	[Redacted]	/2016	Released	\$ [Redacted]
REIMBURSE OR PAY FROM SPENDING ACCOUNT				
MEDICAL	[Redacted]	/2016	Denied	\$ [Redacted]
MARK/UNMARK AS PAID REIMBURSE OR PAY PLAN ACTIVITY STATEMENT				
		PROVIDER CHARGE	CONTRACTED RATE	YOUR COST
1	[Redacted]	\$ [Redacted]	\$0.00	\$ [Redacted]
MEDICAL	[Redacted]	/2016	Approved	\$0.00

RELATED LINKS

After clicking on **Reimburse or Pay**:

- a) Indicate if you want to pay “Myself” or “Provider”
- b) Check the box by the amount of the claim(s), and
- c) Click **Submit**.

Remember:

If you have the invoice and the amounts match (or the totals match) you can pay the “Provider.” If you choose pay “Myself” the amount will come to you and you will have to pay the provider.

For RX claims if you have used your Debit Card – you do not pay the claim again.

Reimburse Or Pay Item

My Cost \$.00

Denied

Claim # [Redacted]

To

Self (a)

Provider

Service Details to Pay

\$.00 Diagnostic Eye Exam Pay Now (b)

Total \$.00

(c)

After you submit, the system will ask you to confirm the payment.

Confirmation

Are you sure you want to submit all of these unsubmitted reimbursements?

Once you confirm you will return to the claims page and the HSA request will display as “Approved” until payment is generated, at which point it will display “Released.”

The screenshot shows a web interface for managing claims. At the top, there are navigation tabs: Home, Benefits, Claims & Spending (selected), My Care, and Health & Wellness. Below the navigation is a 'Claims' section with a 'NARROW YOUR RESULTS' sidebar on the left and a main table on the right. The sidebar includes filters for Date Range (Last 6 months), Action Required (Attach Receipt, Reimburse or Pay), Member (checkboxes), and Coverage Type (Medical checked). The table has columns for Coverage Type, Member, Date of Service, Status, and Your Cost. A red arrow points to the 'Approved' status of a claim.

COVERAGE TYPE	MEMBER	DATE OF SERVICE	STATUS	YOUR COST
SPENDING	[Redacted]	/2016	Released	\$
SPENDING	[Redacted]	/2016	Released	\$
SPENDING	[Redacted]	/2016	Approved	\$
MEDICAL	[Redacted]	/2016	Approved	\$0.00

If you have already paid a claim (drug or other) with your HSA debit card or you do not want to use the spending account to pay, you can click on “[Mark/Unmark as Paid](#).” If you later decide you want to pay yourself back, you can open [the medical claim](#) and it will allow you to “Unmark” and pay yourself.

The screenshot shows a web application interface for managing claims. At the top, there are navigation tabs: Home, Benefits, Claims & Spending (selected), My Care, and Health & Wellness. Below the navigation is a 'Claims' section with a 'NARROW YOUR RESULTS' filter on the left and a table of claims on the right. The filter includes a 'Date Range' dropdown set to 'Last 6 months' and a date range from 02/06/16 to 08/06/16. There are also checkboxes for 'Action Required' (Attach Receipt, Reimburse or Pay), 'Member' (checked), and 'Coverage Type' (Medical checked). The table has columns for Coverage Type, Member, Date of Service, Status, and Your Cost. It lists two 'SPENDING' claims with status 'Released' and one 'MEDICAL' claim with status 'Denied'. A red banner above the 'MEDICAL' claim reads 'REIMBURSE OR PAY FROM SPENDING ACCOUNT'. Below the table, there are three buttons: 'MARK/UNMARK AS PAID' (highlighted with a red arrow), 'REIMBURSE OR PAY', and 'PLAN ACTIVITY STATEMENT'. At the bottom, there are columns for 'PROVIDER CHARGE', 'CONTRACTED RATE', and 'YOUR COST'.

Only use [Mark as Paid](#) if you have used your Debit Card to pay the claim or decide to use your own monies (not your HSA) to pay the Claim.

If you paid for a claim and you did not use your HSA debit card, you can submit the claim by clicking on “Submit Reimbursement” under the **Claims & Spending** tab.

The screenshot shows the Independence ibxpress user interface. At the top, there is a navigation bar with links for Welcome, Account Settings, Resource Center, Contact Us, and Log Out. Below this is the Independence logo and a search bar labeled 'Ask IBX'. The main navigation tabs include Home, Benefits, Claims & Spending (which is active), My Care, and Health & Wellness.

Under the 'Claims & Spending' tab, a dropdown menu is open, showing options: My Claims Overview, Spending Account Summary, Other Insurance/Medicare Eligibility, and Submit a Reimbursement. A red arrow points to the 'Submit a Reimbursement' option. To the right of this menu is a section titled 'I want to...' with options for 'View/Print Tax Year Report' and 'Submit a Reimbursement'. Further right is an 'AVAILABLE BALANCE' section with a dollar sign and a blank field.

Below the navigation is the 'Account Summary' section. It includes a 'NARROW YOUR RESULTS' filter with 'Plan Period' and 'Date Range' (set to 'Last 3 months'). There are date pickers for '05/06/16' and '08/06/16'. A 'TRANSACTIONS' table is visible below, with a 'PRINT' button. The table has columns for DATE, ACCOUNT, TYPE, DESCRIPTION, and CREDIT/DEBIT. The table contains several rows of transaction data for HSA accounts in 2016, including contributions, interest, and fees.

On the left side of the 'Account Summary' section, there are filters for 'Account' (HSA checked) and 'Type' (Contribution, Distribution, Interest, Fee, Transfer, and Advance Reimbursement checked). Below these are 'RELATED LINKS' such as 'Manage Spending Account(s)', 'Spending Account Claims', 'View Submitted Images', and 'Access your Account Statements'.

DATE	ACCOUNT	TYPE	DESCRIPTION	CREDIT/DEBIT
/2016	HSA	Contribution	Contribution	\$
/2016	HSA	Interest	Interest	
/2016	HSA	Fee	Fee	
/2016	HSA	Contribution	Contribution	\$
/2016	HSA	Contribution	Contribution	\$
/2016	HSA	Contribution	Contribution	\$
/2016	HSA	Interest	Interest	

Fill in the necessary claim details, including **Category**, **Type**, **Service Provider**, **Amount**, **Service Dates**, and any applicable **Notes** to clarify what procedure was performed and then click **Save** box at the bottom of the page.

The screenshot shows the 'Submit Reimbursement' page on the Independence ibxpress website. The page has a blue header with navigation links: Welcome, Account Settings, Resource Center, Contact Us, and Log Out. Below the header is the Independence logo and a search bar labeled 'Ask IBX'. A navigation menu includes Home, Benefits, Claims & Spending (highlighted), My Care, and Health & Wellness.

The main content area is titled 'Submit Reimbursement' and contains a sidebar with 'RELATED ACTIONS' and 'RELATED LINKS'. The main form area has a heading 'New Item Entry' and a text box for 'Note'. The form fields are as follows:

Category *	Service Begin Date *	Note
Dental	08/06/16	
Type *	Service End Date	
COINSURANCE	08/06/16	
Service Provider *	Amount *	
Service Provider Name	0.00	

At the bottom right of the form are two orange buttons: 'CLEAR' and 'SAVE'. A red arrow points to the 'SAVE' button. Below the form, it says 'You have no pending reimbursement submissions'.

After you save, the reimbursement will appear at the bottom of the form.

You can continue entering new reimbursements. Each new item will be added to the submission list.

You can edit or remove items on the submission list.

Once you are done, click **Submit All**. Claims will not be processed until you click **Submit All**.

Welcome Account Settings Resource Center Contact Us Log Out

Independence ibxpress

Ask IBX ? Ask your question here

Home Benefits Claims & Spending My Care Health & Wellness

Submit Reimbursement

RELATED ACTIONS

- Manage Account
- Manage Debit Card
- Setup Direct Deposit
- Contributions

RELATED LINKS

- Covered Expenses
- Medical Claim Form
- International Claim Form

You must first submit an appropriate claim, and have this claim be approved prior to submitting a Spending Account Reimbursement Request. For additional information about this process, please view the Related Links on the left.

New Item Entry

Category *	Service Begin Date *	Note
Medical	/16	
Type *	Service End Date	
COPAY	/16	
Service Provider *	Amount *	

CLEAR SAVE

Reimbursements to be Submitted

ID	SERVICE DATE	PROVIDER	AMOUNT	EDIT	DELETE
	/2016		\$		

SUBMIT ALL

After you save, the reimbursement will appear at the bottom of the form.

You can continue entering new reimbursements. Each new item will be added to the submission list.

You can edit or remove items on the submission list.

Once you are done, click **Submit All**. Claims will not be processed until you click **Submit All**.

Welcome Account Settings Resource Center Contact Us Log Out

Independence ibxpress

Ask IBX ? Ask your question here

Home Benefits Claims & Spending My Care Health & Wellness

Submit Reimbursement

RELATED ACTIONS

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New Item Entry

Category * Service Begin Date * Note

Medical /16

Time * Service End Date

COPAY /16

Service Provider * Amount *

CLEAR SAVE

Reimbursements to be Submitted

ID	SERVICE DATE	PROVIDER	AMOUNT	EDIT	DELETE
	/2016		\$		

SUBMIT ALL

As with medical claims, your each submission item will display as “Approved” until payment is generated, at which point it will change to “Released.”

The screenshot displays a web interface for managing claims. At the top, there are navigation tabs: Home, Benefits, Claims & Spending (selected), My Care, and Health & Wellness. Below the navigation is a header for 'Claims'. On the left side, there is a 'NARROW YOUR RESULTS' section with several filters: 'Date Range' set to 'Last 6 months' (with a date range of 02/06/16 to 08/06/16), 'Action Required' with options for 'Attach Receipt' and 'Reimburse or Pay', 'Member' with a checked selection, and 'Coverage Type' with 'Medical' checked. On the right side, there is a table with columns: COVERAGE TYPE, MEMBER, DATE OF SERVICE, STATUS, and YOUR COST. The table contains four rows of data. The first three rows have a 'SPENDING' coverage type and a 'Released' status. The fourth row has a 'MEDICAL' coverage type and an 'Approved' status, which is highlighted by a red arrow. The 'YOUR COST' column shows '\$' for the first three rows and '\$0.00' for the fourth row. There are also 'PRINT' and 'DOWNLOAD' buttons at the top right of the table area.

COVERAGE TYPE	MEMBER	DATE OF SERVICE	STATUS	YOUR COST
SPENDING	[REDACTED]	/2016	Released	\$
SPENDING	[REDACTED]	/2016	Released	\$
SPENDING	[REDACTED]	/2016	Approved	\$
MEDICAL	[REDACTED]	/2016	Approved	\$0.00