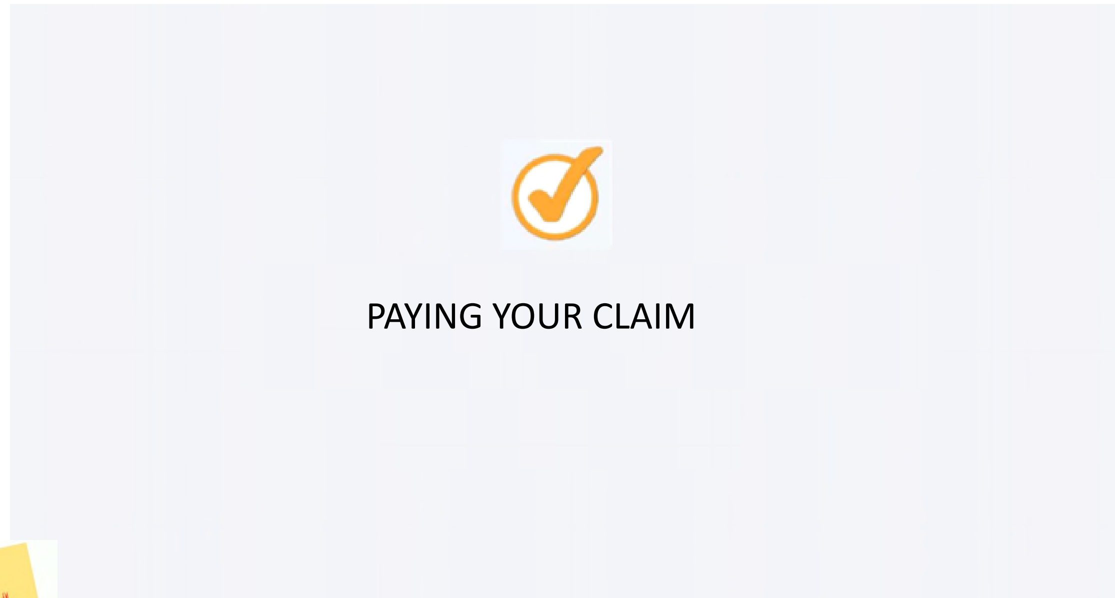
How do you Pay a Claim?



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.

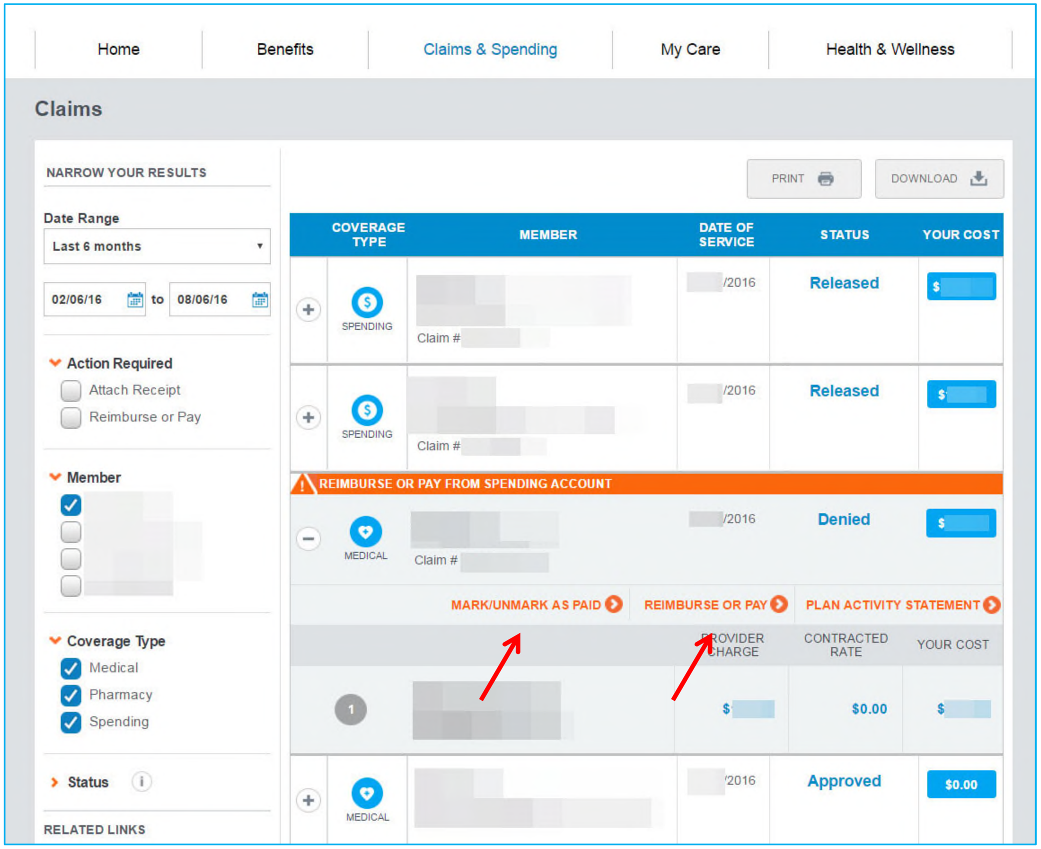
Click **My Claims Overview** under **Claims & Spending** to view claims that have been filed.

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

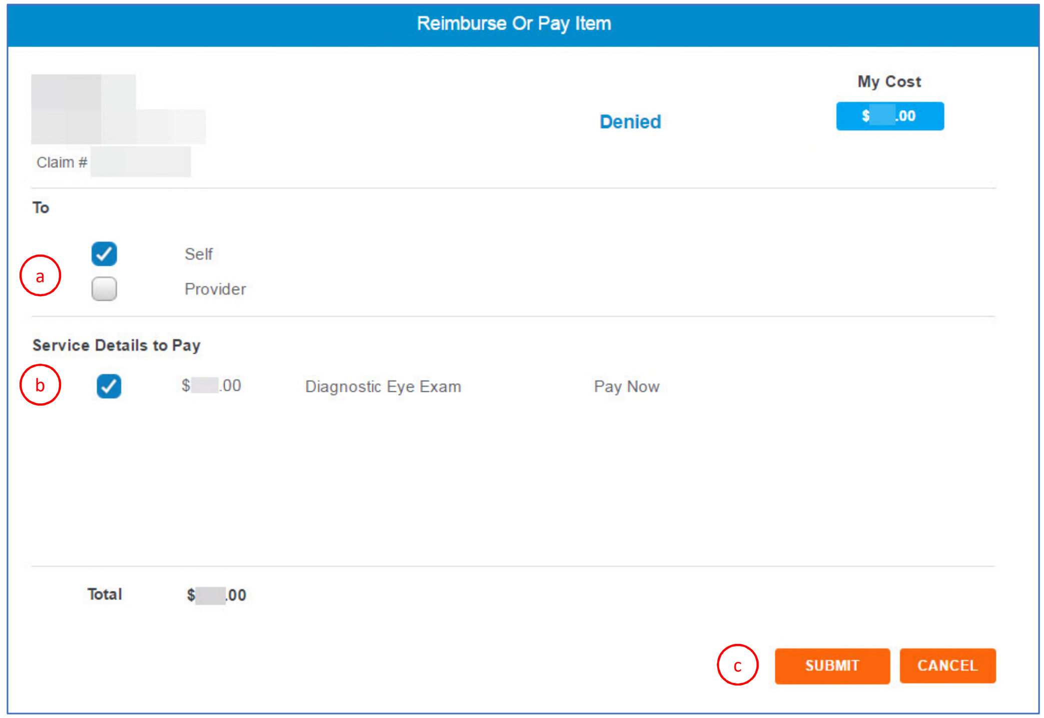


After clicking on **Reimburse or Pay**:

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**.

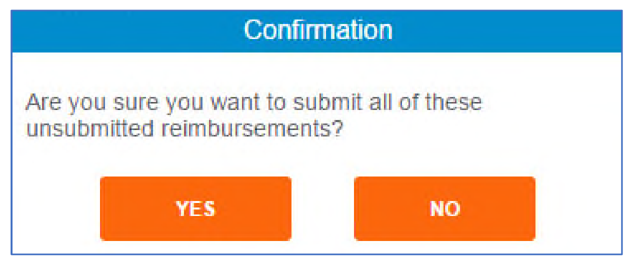


Remember:

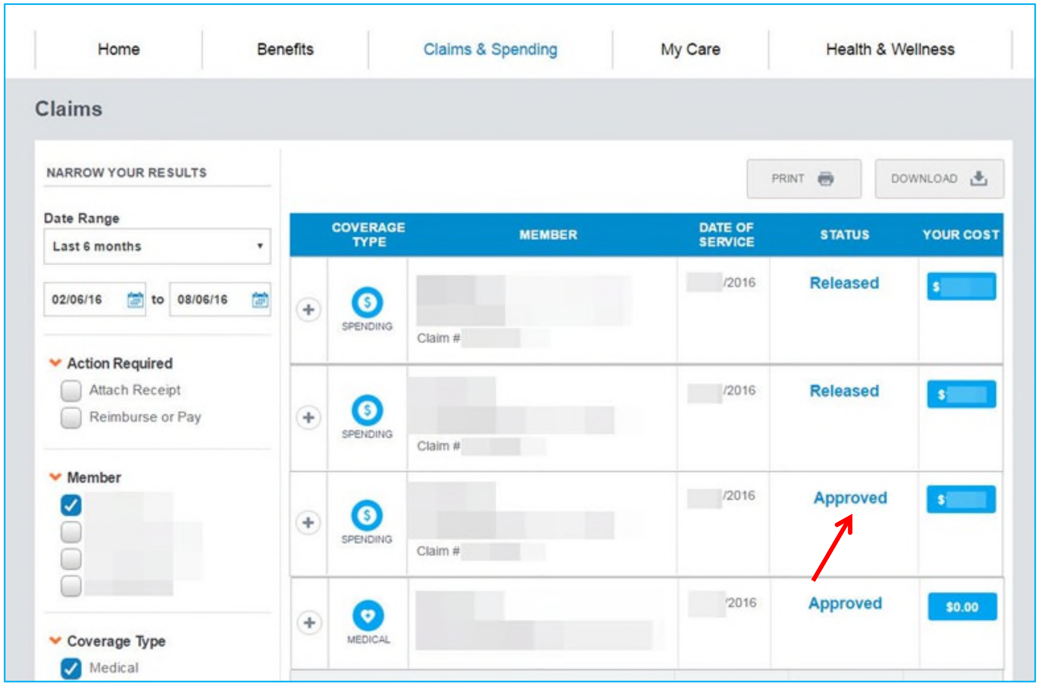
If you have the invoice and the amounts match (or the totals match) you can pay the “Provider.” If you choose pay “Myself” the amount will come to you and you will have to pay the provider.

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

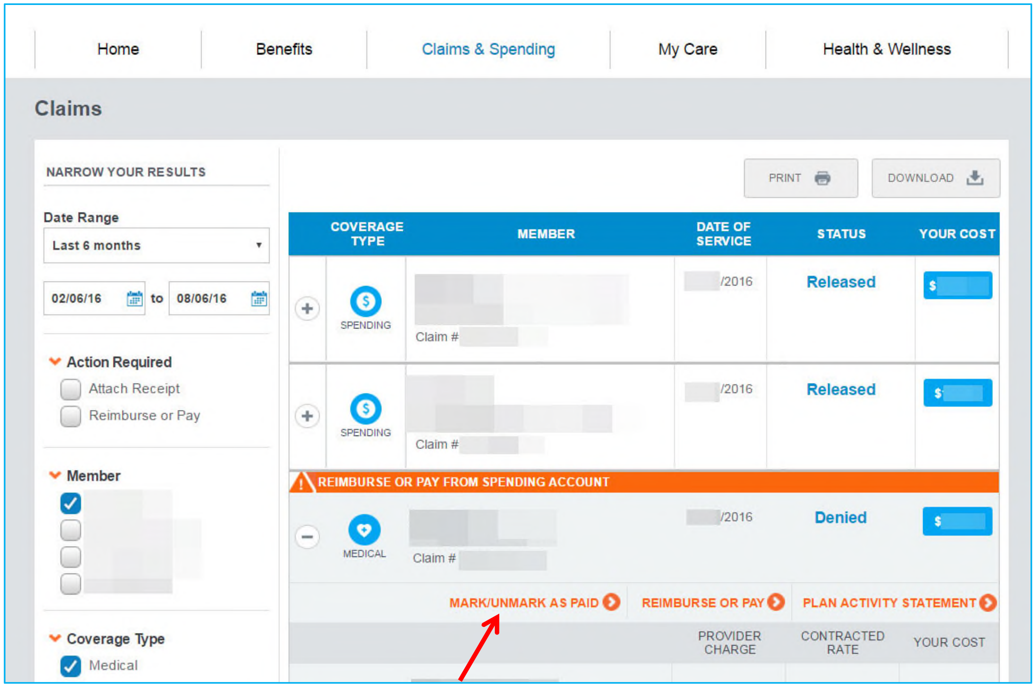
After you submit, the system will ask you to confirm the payment.



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.”

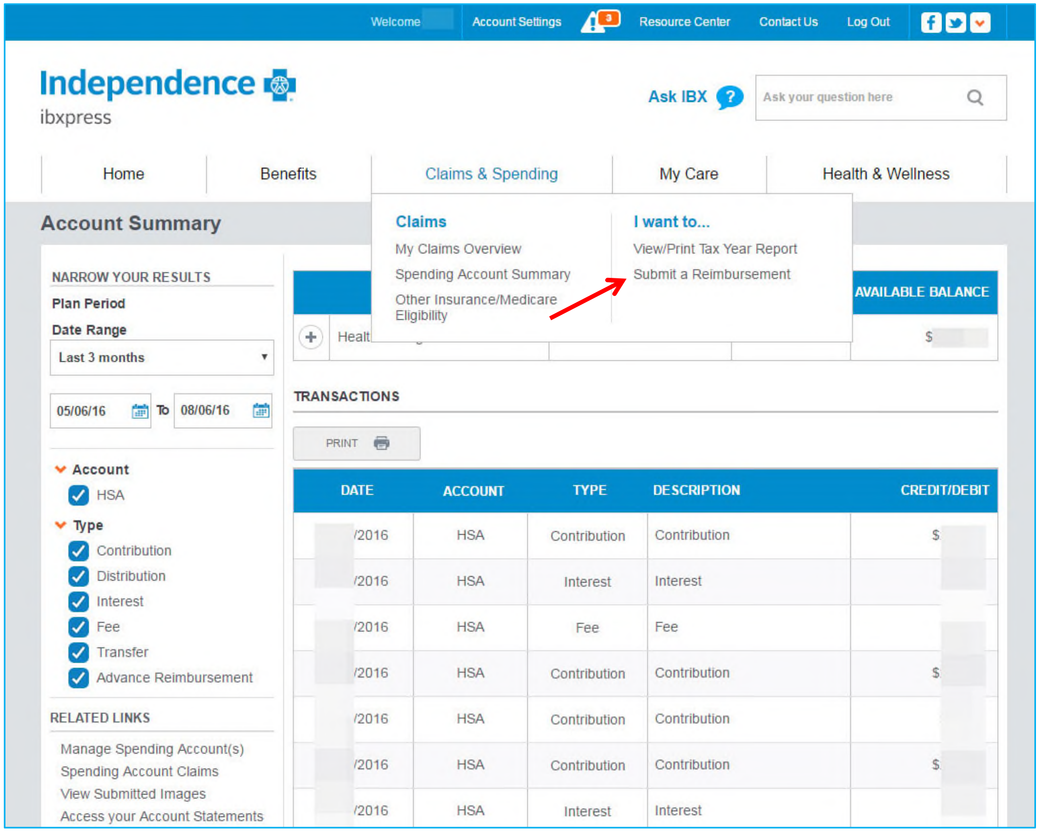


If you have already paid a claim (drug or other) with your HSA debit card or you do not want to use the spending account to pay, you can click on "**Mark/Unmark as Paid**." If you later decide you want to pay yourself back, you can open the medical claim and it will allow you to "Unmark" and pay yourself.

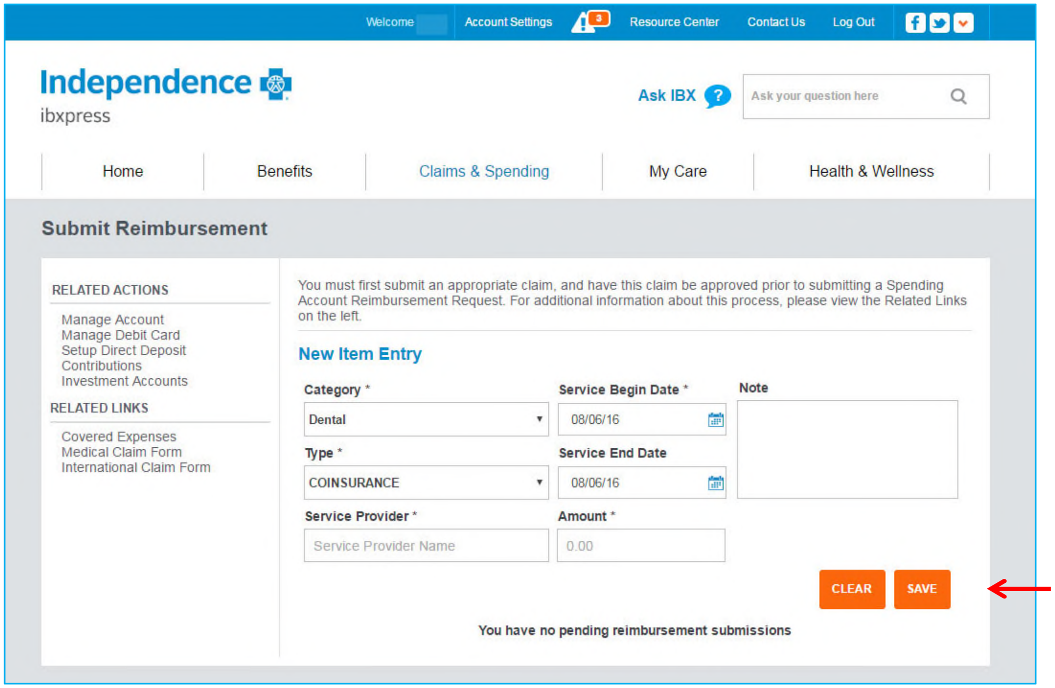


Only use Mark as Paid if you have used your Debit Card to pay the claim or decide to use your own monies (not your HSA) to pay the Claim.

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.



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.

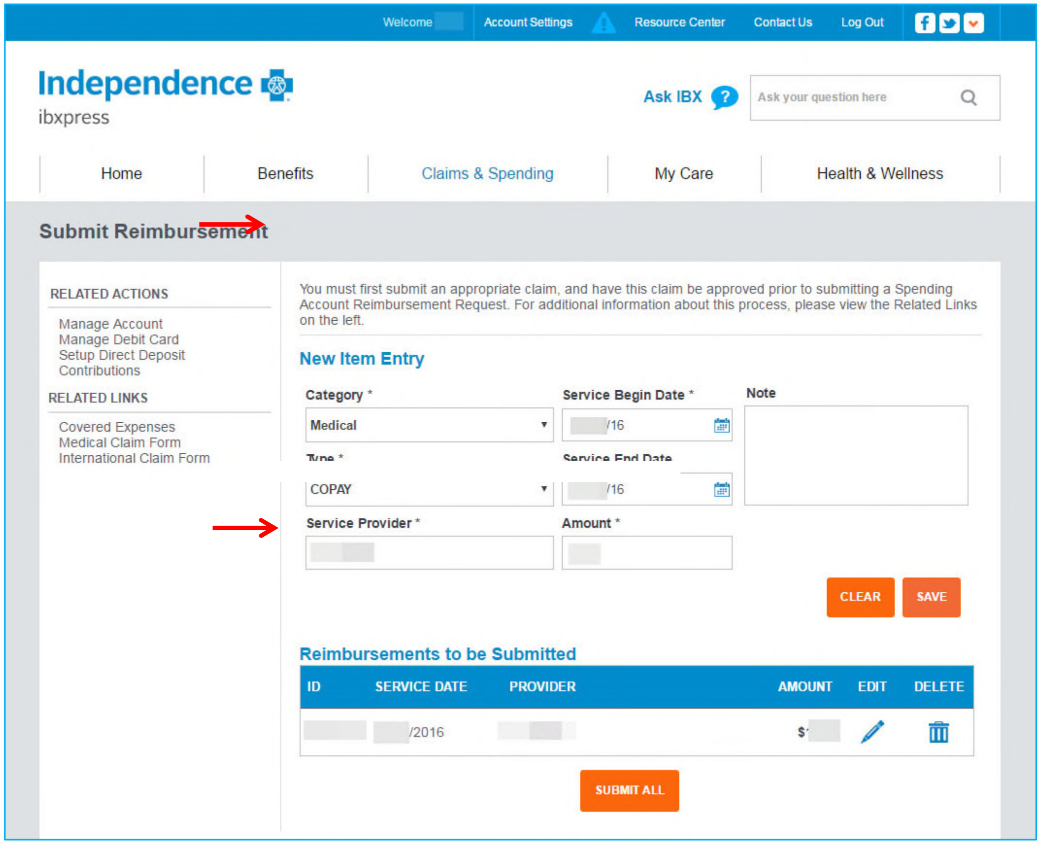


After you save, the reimbursement will appear at the bottom of the form.

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.



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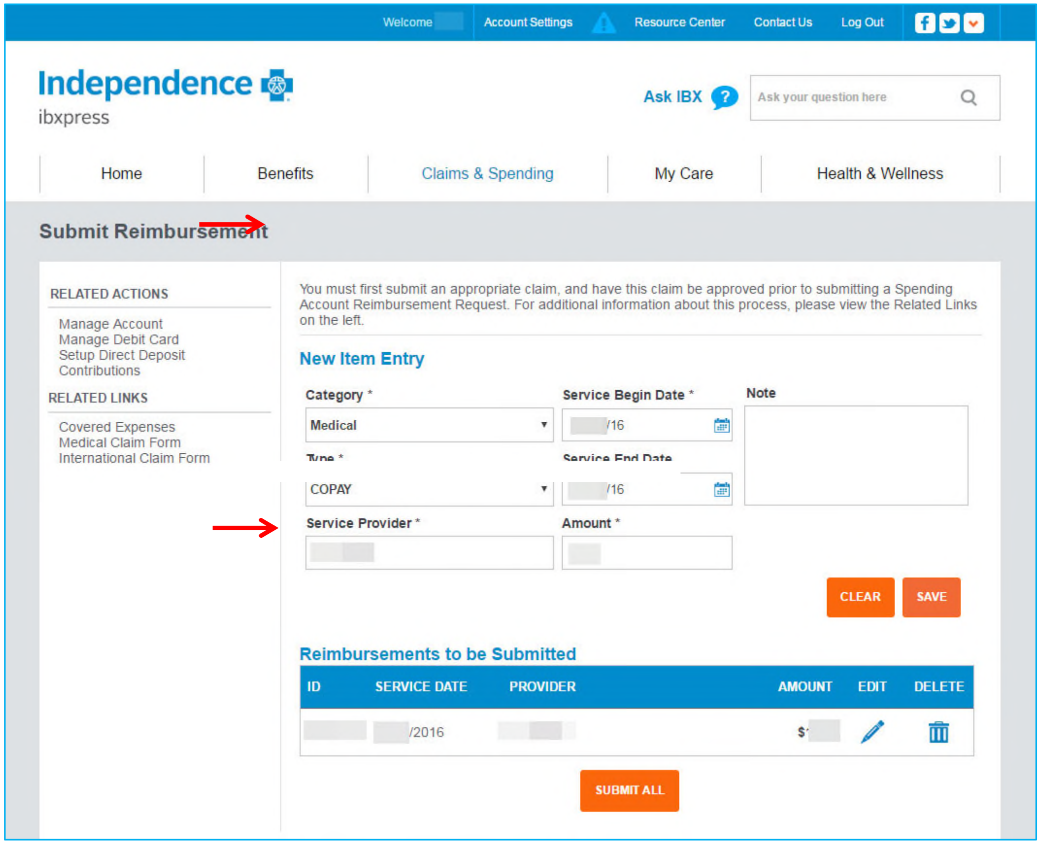

As with medical claims, your each submission item will display as "Approved" until payment is generated, at which point it will change to "Released."