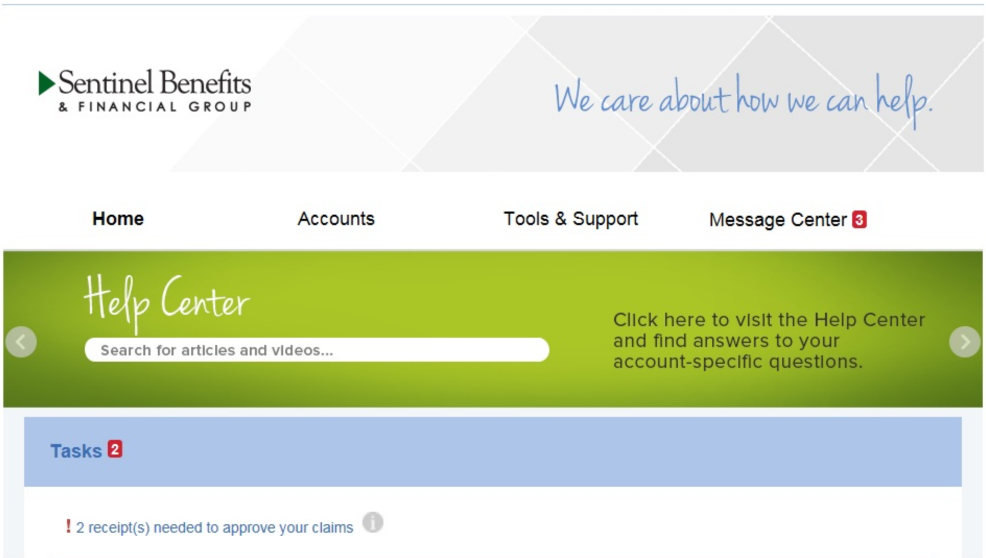
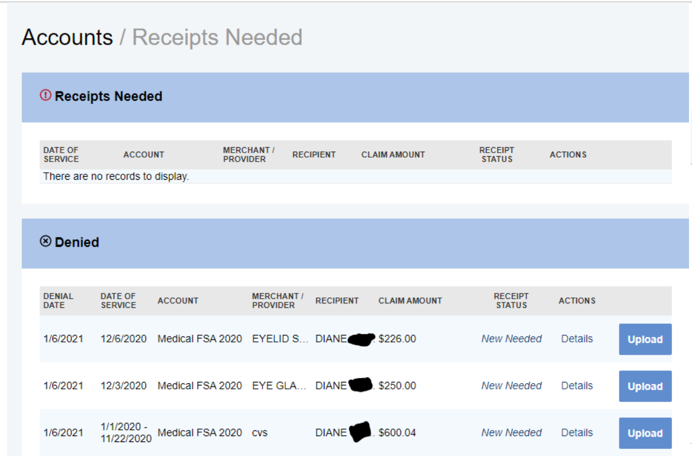
Uploading Claim Documentation

Uploading additional documentation through your online account is the quickest and easiest way to provide supporting documentation for your claim.

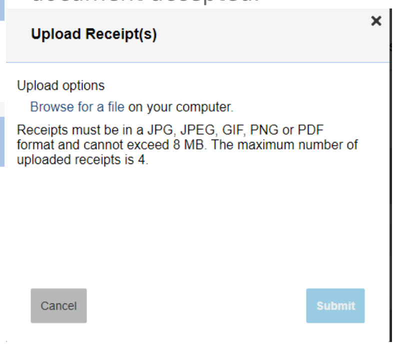
1. Once you are logged into your online account you will see that you have receipt(s) needed in the Tasks section on your home page. Click on the link to view all of the claims for which you need to submit a receipt.



2. In the receipts page you will be able to view additional details about the claim by clicking the **Details** link then **View Denial** to see details. To upload requested documentation Click on the **Upload** button



**When uploading documentation please be aware of the system limitations and format of document accepted.



3. Accepted Documentation:

For Medical FSA Claims:

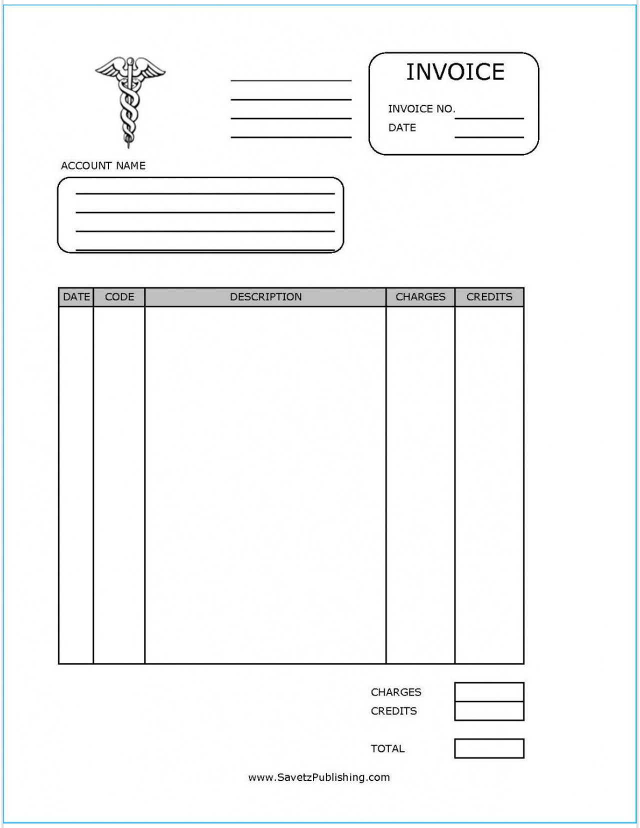
The Explanation of Benefits (EOB) from insurance provider will have all of the needed information above. If you do not have your EOB you may also provide receipt directly from provider.

OK	Not OK

<table>
<tr><th>OK</th><th>Not OK</th></tr>
<tr><td>

Be sure receipt contains:

- Date service was rendered (Medical FSA claims are based on date of service, not date of payment, with the exception of orthodontia which is based on payment date)
- Description of service or item
- Name of provider of service
- Name of person receiving the service
- Total out-of-pocket cost



INVOICE
INVOICE NO.
DATE
ACCOUNT NAME

DATE	CODE	DESCRIPTION	CHARGES	CREDITS

CHARGES
CREDITS
TOTAL

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</td><td>

Credit Card receipt does not contain sufficient detail to show services received. (**exception**: Pharmacy receipt is acceptable documentation for Rx purchases)

SAMPLE RECEIPT

555 S Anystreet
Austin, TX 78745
555-555-5555

STORE: 0003 REGISTER: 001
CASHIER: KATIE
ASSOCIATE: 0000000

CUSTOMER RECEIPT COPY

ORIGINAL TRANSACTION INFORMATION
STORE : 00032
REGISTER : 001
DATE : 12/31/2005
NUMBER : 5194

259.99

SUBTOTAL 259.99
SALES TAX 21.45
TOTAL 281.44

AMOUNT TENDERED
Visa 281.44
ACCT: ************1234
EXP: ******
APPROVAL: $99999
CARDHOLDER: JANE SMITH
TOTAL PAYMENT 281.44

Transaction: 52858 1/8/2006 2:40 PM

CARHOLDER SIGNATURE:
Jane Smith

THANK YOU FOR SHOPPING WITH US
WE APPRECIATE YOUR BUSINESS

</td></tr>
</table>

For Dependent Care Claims:

Receipt Requirements

- Date services were rendered
- Name of service provider
- Amount charged
- Name of person receiving service (dependent)
- Tax ID# or SSN of the provider

You may also provide completed claim form with caregiver signature in lieu of an invoice. Claim forms can be accessed in the Tools & Support page of your online account.

Tuition Claims:

Most tuition plans require:

- Receipt of payment. (Invoice must show payments equal to the claim amount not including scholarships and grants)
- Course Grade to show course completion. (Plan may have minimum grade requirement - please review plan's requirements)
- Any other documentation required by Employer plan - Not common. (Each plan, if offered, is unique by employer. Please check your plan's requirements for additional documentation needs)