

What if a claim I paid using my benefits card is later found to be ineligible?

If your claim is found to be ineligible or we do not receive supporting documentation for the transaction as requested, Sentinel will ask you to pay the ineligible amount by sending a check made payable to:

Sentinel Group
100 Quannapowitt Parkway, Suite 300
Wakefield, MA 01880.

You may also be able to repay ineligible claims through your online account. If the option is available there will be a link in your notifications on your home page. You will need to have your bank account linked to your online account in order to initiate an online repayment. Payment by credit card online or over the phone is not available. Click here for [Repayment](#) instructions.

If you do not reimburse the plan for ineligible payments, your card may be suspended.
