Article ID: PROD-2113
How to file a claim in your online account

This article outlines how to file a claim in your online account to reimburse yourself.
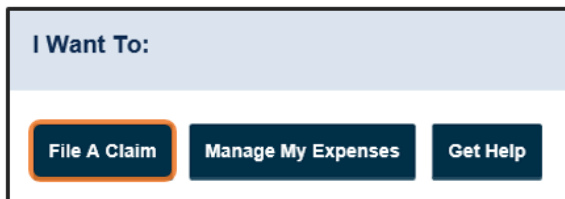
<u>Note</u>: Don't file claims for expenses paid with your benefits debit card, as this could result in duplicate claim payments.
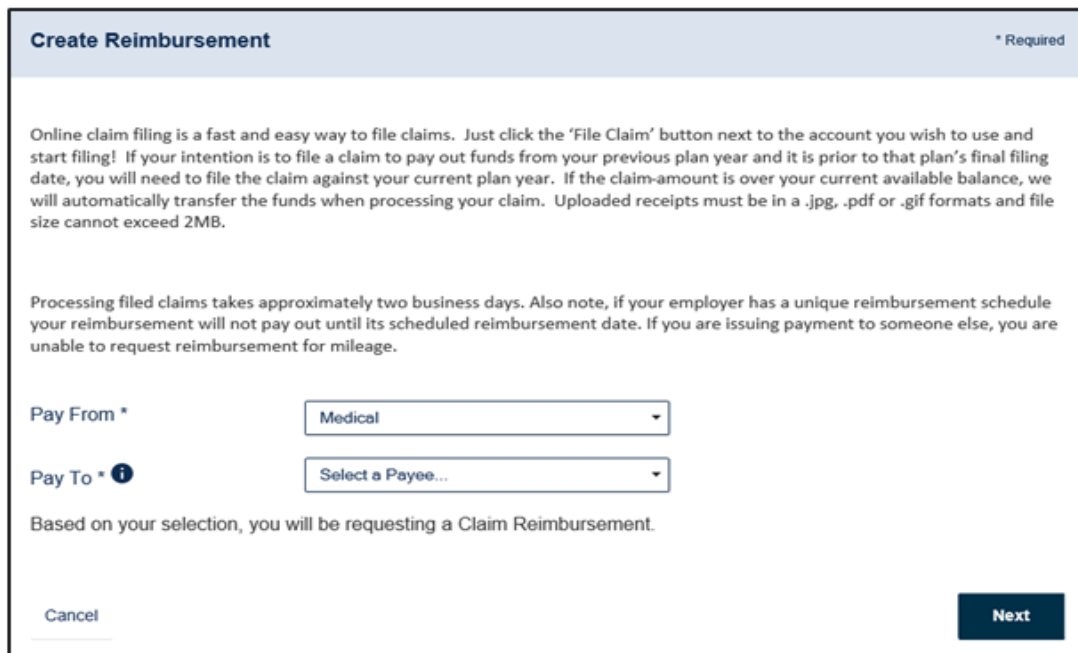
Additional resources
- To watch a video tutorial, click here. ▇◀
- To pay a provider instead, see How to send a reimbursement check directly to a provider in your online account.
- You can also use Benefits Mobile App by Discovery Benefits to file a claim and upload documentation. See How to file a claim in the Benefits Mobile App for instructions.

To file a claim for reimbursement in your online account, complete the following steps:
1. Log in to your online account.
2. Click "File A Claim" in the I Want To section of the Home tab.

3. Select which account you'd like to be reimbursed from in the "Pay From" drop-down list. Select "Me" from the "Pay To" drop-down list and then click "Next."

Create Reimbursement   * Required

Online claim filing is a fast and easy way to file claims. Just click the 'File Claim' button next to the account you wish to use and start filing! If your intention is to file a claim to pay out funds from your previous plan year and it is prior to that plan's final filing date, you will need to file the claim against your current plan year. If the claim-amount is over your current available balance, we will automatically transfer the funds when processing your claim. Uploaded receipts must be in a .jpg, .pdf or .gif formats and file size cannot exceed 2MB.

Processing filed claims takes approximately two business days. Also note, if your employer has a unique reimbursement schedule your reimbursement will not pay out until its scheduled reimbursement date. If you are issuing payment to someone else, you are unable to request reimbursement for mileage.

Pay From * | Medical   ▾ |

Pay To * ⓘ | Select a Payee...   ▾ |

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

Cancel   **Next**

4. Click "Upload Valid Documentation."

Receipt / Documentation   * Required

Receipt(s) * ⓘ   Upload Valid Documentation

Summary

Pay From   Medical

Pay To   Me

Cancel   Previous   Next

5. Click "Browse," select the file containing your receipt, click "Open" and then "Submit."
Note: Receipts must be in a JPG, JPEG, GIF, PNG or PDF format and cannot exceed 8 MB.

Upload Receipt(s)   ✕

Browse...   Remove

Receipts must be in a JPG, JPEG, GIF, PNG or PDF format and cannot exceed 8 MB
Add Another Receipt

Cancel   Submit

6. Click "Next."
7. Complete the required fields and then click "Next."
8. Review your transaction summary. If changes are needed, click "Update." Review the Claims Terms and Conditions and then check the box indicating you have read, understand and agree to them. Then click "Submit."
9. You'll receive a confirmation message that verifies the claim was successfully submitted. Your documentation will process within two business days. Reimbursement will issue as a direct deposit or mail as a check, depending on your plan setup.
Note: You'll be notified if further documentation is needed. If you have an email address on file, you'll be notified via email. Otherwise, you'll be notified by mail.

You can view this article at:
https://discoverybenefits.egain.cloud/system/templates/selfservice/dbika/help/agent/locale/en-US/portal/308900000001002/content-version/PROD-2113/PROD-37276/How-to-file-a-claim-in-your-online-account?
query=file%20manual%20claims