

Ways to Submit Claims



1

UPLOAD CLAIMS:

www.flores247.com:

You may scan your claim and upload it to our secure website.



How to upload a claim on www.flores247.com

To get started, click 'Upload Data' on the home page.

Step One: Select the Claim Type in the Select Document Type dropdown menu. Click 'Next'.

Step Two: If you have already completed a hard copy claim form and scanned it as a PDF or TIF into your computer for this submission, click 'Already Completed'. If you have not already completed and scanned a hard copy claim form, then complete the table with your claim detail and then click 'Next'.

Step Three: Click 'Choose File.' Select the file from your computer that you wish to upload. Repeat until all documents are attached. Click 'Submit' to finalize your claim.

2

SMARTPHONE APP:

Use your phone's camera to take a picture of your documentation and upload.

Download through Apple Store or Google Play.



3

MAIL CLAIMS:

Claims Processing

PO Box 31397

Charlotte, NC 28231

*Please keep in mind, certified mail will need to be sent to our physical address at 1218 South Church St Charlotte, NC 28203.

4

FAX CLAIMS:

704-335-0818 or

800-726-9982

All receipts for reimbursement must include the following

Date of Service	Provider Name
Description of Service	Patient Name
Out-of-Pocket Cost	

Reimbursement for Orthodontia Expenses

Only proof of payment will be required for future claim submissions. Orthodontia will be reimbursable as you pay it, meaning that the payment can only be reimbursed from the plan year in which the payment was made. If you have any questions about reimbursement for Orthodontia you can call an Account Manager at 800-532-3327.

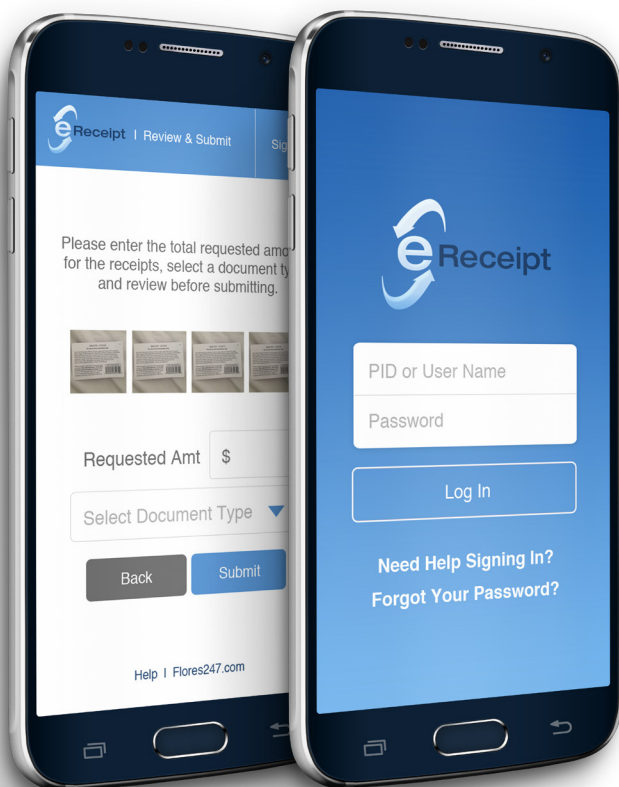
Need more information?

Please visit our website, www.flores247.com, or call an Account Manager at 704-335-8211 or 800-532-3327



WHENEVER...WHEREVER...WITH E-RECEIPT

Download e-Receipt today



USING THE FLORES E-RECEIPT MOBILE APP IS EASY!

SUBMIT RECEIPTS IMMEDIATELY AFTER YOU USE YOUR BENNY CARD OR INCUR AN ELIGIBLE OUT-OF-POCKET EXPENSE

- ✓ SNAP PICTURE
- ✓ SELECT DOCUMENT
- ✓ UPLOAD RECEIPT
- ✓ SUBMIT CLAIM
- ✓ VIEW ACCOUNT
- ✓ CHECK BALANCE
- ✓ EMAIL ACCOUNT MANAGER

- Logon with your PID or username and password
- Click Capture to take a photo of your documents
- Return to main screen and click Submit Document
- Once your upload transmits you will receive confirmation via email or text message
- Additional confirmation will be sent once your document is processed

Don't know what to use your FSA money on?

Did you know you could use your FSA to save money on everyday health essentials like baby health items, health trackers, pain relief products and more?
Use your FSA funds or risk forfeiting your money.



The largest selection
of guaranteed FSA-eligible
products



24/7 support,
FREE shipping on orders
over \$50



**Are your health
needs eligible?**
Easily check with our
expansive Eligibility List



Need an Rx?
We'll work with you to
make getting one easier



Learning Center
Get daily
money-saving info



Use your FSA card
or any major credit card

Visit **FSAstore.com/FlyerFLORES** for the largest selection of
guaranteed FSA-eligible products with zero guesswork.
\$20 off your order of \$200+ with code, **FCFLORES5**. One use per customer.



Everything Flex Spending.



CLAIM PROCESS POWERED by *e*status

0
HOURS

1

Participants access account balance and activity on the Flores247 Web Portal at www.flores247.com.

----- or -----

24/7 IVR Balance Line: 888.586.3994
Flores Benefits Card required





SMS: Sign up for text alerts and you can text "balance" to 888.586.3994 receive your balance

Customer Service: 800.532.3327

- View Account Activity
- Download Claim Form
- Change PIN or email

2

Claim may be submitted to FLORES by fax, mail, online, or via Flores Mobile app



3

CLAIM RECEIVED
by
Flores

4

*e*status
sends email to participant
confirming claim receipt.

5

Claim scanned & logged
into FSA Direct system

24
HOURS

1

FLORES
reviews & enters claim



2

*e*status
sends email notice advising claim
has been entered for payment

3



Claim Approved?

YES

NO

4



Customer Service Letter
Issued via email if not
approved. If no email is on
file, it will be mailed.


5



Participant provides
requested information

48
HOURS

6



Reimbursement Issued
Health Care FSA payments released per employer's schedule.
Dependent Care payments released per pay cycle.

7

Check mailed directly to participant
or
Direct Deposit issued to participant's
personal bank account

8

*e*status
sends email notice with details that
reimbursement was issued

9

Account activity report issued with each reimbursement