

Certain situations may require you to repay isolved Benefit Services for a paid claim that is either an ineligible expense or missing documentation. This can be easily completed on the Online Portal.

If you have a denied claim that needs to be repaid and it is not repaid prior to the end of the plan year, your employer can list those denied funds as taxable income on your W2.

## Steps to Make a Repayment

A repayment of a claim is required once the paid claim is denied and marked for repayment. You will be able to repay online.

1. Under Action Required, you will see an alert about a repayment. Click on the link to begin the process.

### Action Required <sup>2</sup>

! 1 repayment(s) totaling \$110.00 due for paid claims that were later denied ?

### Accounts / Repayments

Repayments are necessary when claims have been paid to you but later denied. This page displays any pending repayments as well as past repayments.

#### Pending Repayments

View the appropriate [Denial Letter with Repayment Notification](#) for instructions on how to satisfy your outstanding repayment(s). The Date/Time of the Denial Letter with Repayment Notification in the Message Center should be the day after the corresponding repayment Denial Date below.

DENIAL DATE	DATE OF SERVICE	ACCOUNT	MERCHANT / PROVIDER	REPAYMENT METHOD	ORIGINAL REPAYMENT	OUTSTANDING REPAYMENT DUE	
12/8/2020	11/12/2020	Health C...	-	Check	\$110.00	\$110.00	View Denial View Claim <a href="#">Repay</a>

Total Outstanding Amount: \$110.00

2. View the line item with the denied claim. Click **Repay**.

3. If you have a bank account on file, choose that account. If you do not have a bank account setup, you will be asked to add an account. Once the bank account information is entered, click **Submit**.

### Repayments / Repay

#### Repayment Details

Denial Date	12/8/2020
Account	Health Care Account (11/1/2020 - 12/31/2020)
Original Repayment	\$110.00
Repaid Amount	(\$0.00)
Outstanding Repayment Due	\$110.00

Repayment From   
 You do not have a bank account set up. To add a bank account, select the 'Add Bank Account' link below. [Add Bank Account](#)

Repayment On 12/10/2020  
 Repayment Amount \$110.00

#### Repayment Disclaimer

I certify that I am the accountholder or an individual authorized to execute this transaction of a mistaken reimbursement. I have read and understand the instructions and any rules or conditions relating to and have met the requirements for making this transaction. I authorize the administrator to debit my bank account for the amount I have indicated in the transaction. I assume full responsibility for this transaction and will not hold the administrator, including its agents and employees, liable for any adverse consequences that may result. I have not received tax or legal advice from the administrator and, if necessary, will seek the advice of a tax or legal professional to ensure my compliance with related laws. All information provided by me is true and correct and may be relied upon by the administrator. I understand that this transaction may be revoked or cancelled by contacting the administrator on the date of the transaction.

☐ I have read, understand, and agree to the information and terms above.

Cancel

Submit

4. Once you have successfully created the repayment (submitted repayment amount), you will receive a confirmation message within the online portal.

The Repayment page will also show any **Scheduled Repayments**, **Repaid Repayments** and **Canceled Repayments**.

Remember, you can now **go mobile** by using your smart phone to access:

- FSA Account balances
- Submit claims for reimbursement
- Send receipts using a mobile device's camera
- Configure alerts via text message

Easily check information now using an iPhone, iPod Touch, iPad or Android-powered device.