



NORTHEASTERN UNIVERSITY EBPA REIMBURSEMENT ACCOUNTS



How to Contact EBPA Customer Service

Call our Toll Free Customer Service Number located on your EBPA Benefits Card. Customer Service is available M-F 8:00 am until 7:00 pm Eastern Time

Contact us at www.ebpabenefits.com or you can email us at reimbursementaccount@ebpabenefits.com with your inquiry for EBPA's Reimbursement Customer Service Department.

How to Access EBPA's Reimbursement Account Information Network

You can access Northeastern University's Reimbursement Accounts through EBPA's website: www.ebpabenefits.com

- Click on: **Member Access, Sign In**
- Enter your employer name: **Northeastern University**
- Select the account you wish to access
- First Time Users will need to create an account on the **EBPA WealthCare Portal**
- Click on **Register (upper right hand corner)**

You will only register and create an account one time.

Enter:

- Your Social Security Number (Employee ID)
- Registration ID: Click drop down, Select **card number** and enter card number

How to Create an Account

And

How to Create an Account with your EBPA Benefits Card

Purchases with your EBPA Benefits Card can be processed using a signature or a PIN. If you are prompted to enter a PIN and you do not have it, ask the merchant to process the transaction so that you may sign for your purchase.

You can access your PIN on the **EBPA WealthCare Portal**.

Under debit card tab, click on **Debit Card** and click on **Card Status**

There will be a **View Pin** link next to each card number.

EBPA's Reimbursement Account Information Network page will allow you to:

- Log in to access your personal Reimbursement Accounts
- Print forms and worksheets
- View contact information and email our Customer Service Department
- Review and print general FSA and EBPA Benefits Card information

How to Submit Claims & Substantiation

Claims and Substantiation may be:

- Electronically transmitted through our Secure Document Submission Portal: <https://secure.ebpabenefits.com>
- Submitted online through the FSA claim system
- Mobile App upload
- Mailed to: EBPA Reimbursement Accounts
PO Box 1140
Exeter, NH 03833-1140
- Faxed to: 603-773-4415