

How To File An FSA Claim

File FSA claims on the mobile app or online. It's easy and you will receive the fastest service and reimbursement of your claims.

Submit a Claim Using the IU HSA/FSA Mobile App Submit your claim using your device of choice.

1. **Log in** to your account using the mobile app
2. **Choose** *Reimburse Myself* under the *I Want To* section
3. **Enter** requested details regarding the claim
4. **Click** *Upload Receipt*. (Device camera will take a picture of your receipt. Make sure the picture is clear and the writing is legible.)
5. **Click** the *Add Claim* button

Submit a Claim Online

Save time by filing your claim online.

1. **Log in** to your online account at benefit-info.com/iu
2. **Click** on *File Claim/Reimburse Self* in the *I Want To* section or click on the *Accounts* tab and choose *File Claim/Reimburse Self* from the drop-down menu
3. **Choose** the account that you would like to use and who you would like to pay. This can be reimbursement to yourself or a payment made directly to a provider. **Click** *Next* to continue
4. **Click** *Upload Valid Documentation* to attach your receipt(s) to your claim. Be sure to upload the correct receipt file, as attaching the wrong file will delay your payment. **Click** *Next* to continue
5. **Enter** requested details regarding the claim. **Click** *Next* to continue
6. **Review** details of the claim
7. **Read** the *Terms & Conditions* then click that you have done so
8. **Click** *Save for later, Add Another or Submit*

After you click *Submit*, a confirmation screen will show a list of all claims that you just submitted.

Submit a Paper Claim Form

If you are submitting a paper claim for services you have received or purchases you have made, follow the steps below.

1. **Complete** the Flexible Spending Account (FSA) Claim Form available under *Tools & Support* in the online portal
2. **Make** a copy of your completed claim form and send it with a copy of your receipt or EOB
3. **Fax:** 888.887.9961, or
4. **Mail:** IU HSA/FSA, ATTN: Flex Claim Reimbursement, P.O. Box 2905 Fargo, ND 58108-2905



Mobile App

Manage your FSA on the go, anywhere, anytime

Features

- Submit FSA claims with receipt images using your phone's camera
- View account balances and transaction details
- Enable Face ID or Touch ID for easy, secure access
- Catalog past and current receipts using your phone's camera
- Scan any product for eligibility using your phone's camera (*Plan restrictions may apply*)

Download from the App Store or Google Play



benefit-info.com/iu



We help you get the most out of your FSA benefit.

Sign Up for Direct Deposit

Your reimbursement will be deposited directly into your personal bank account when you submit a claim. Setting up direct deposit, funds are generally available within 24 hours but can take up to 72 hours to settle. You may add multiple bank accounts if you wish.

1. **Log in** to your online account at benefit-info.com/iu
2. **Select** the *Accounts* tab
3. **Under** the *Profile* section, select *Banking/Cards*
4. **Select** *Add Bank Account*, enter your information, **Click** *Submit*
5. **Watch** for email to complete verification process

How Do I Verify OR Repay Ineligible Expenses?

If you receive an email asking for additional information of your purchase using the Benefit Card, you must prove your expense was eligible or repay the amount to your plan. Here's how:

Verify the expense (Substantiate)

Take a picture of your EOB, itemized bill, receipt, or invoice with your mobile device. Any EOB, itemized bills, receipts, or invoices must include:

- Date of service (must be during the plan year)
- Provider's name
- Name of person receiving the service
- Amount you must pay after insurance has paid their portion
- Description of service or product purchased

Submit the photo documentation on the IU Mobile App or upload it to your online account. It's that easy!

If you don't have an itemized receipt, contact the provider or your insurance company and request an EOB or a copy of the receipt.

Repay the expense (Use ONE of the following methods)

- Log in to your account and provide banking information to repay online
- Substitute ineligible expenses, or expenses without documentation, by submitting a valid claim for eligible out-of-pocket expenses. Dates of service must be in the same plan year as the ineligible expense.
- Send WEX Inc. a check with a copy of the request you received to:
IU HSA/FSA, ATTN: Flex Claim Reimbursement, P.O. Box 2905 Fargo, ND 58108-2905

(If you do not provide the requested documentation in a timely manner, your card may be temporarily suspended until valid substantiation is received. You will still have access to your funds, but will need to file claims through the mobile app or online account in order to receive reimbursement.)

Additional Resources

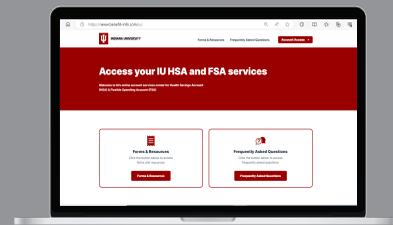
[How to log in to your online account or mobile app](#)

[Healthcare FSA Eligible Expenses List](#)

[Dependent Care FSA Eligible Expenses List](#)

Additional information regarding which expenses are eligible under a flexible spending account is available at benefit-info.com/iu, access it by clicking on the **Expense Eligibility Table**.

The information contained in this publication is not, nor is it intended to be, legal or tax advice. Federal regulations may change plan features without notice at any time.
© 2024, WEX. All rights reserved.



IU HSA/FSA

benefit-info.com/iu

Once you've enrolled, access your FSA by logging into your online account.



Customer Service

Our Customer Service team is here to help answer questions you may have about your FSA. Contact us via email at IUSupport@wexinc.com or give us a call at 800-284-8412. Representatives are available Monday through Friday, 7:30 am - 5:30 pm EST.

benefit-info.com/iu

IU - File FSA Claims v4.24