

How-to

File a claim



1 To submit a claim **start here**

Confirm that the expense is eligible to be reimbursed.
Gather all receipts and/ or explanation of benefits (EOB).

Be sure the receipts you submit include:

- Provider name and address
- Patient/Dependent name
- Description of Service
- Date of Service
- Amount Charged

Make copies of everything you are sending with your claim and keep the originals.

2 **next** - choose method a, b, or c to send your claim

a To send a claim by **web**

Go to **www.myCafeteriaPlan.com** and login into your account.

Click the "File Claim" link. There are three ways to access this link:

- at the bottom of the home page
- on the home page next to each benefit
- the account tab at the top of the page

Enter your claim.

Once you are finished, click that you have read the Terms and Conditions and Submit.

It's that easy!

Detailed claim information on each claim option can be found by logging into your account at **www.myCafeteriaPlan.com**

* Submitting a claim by e-mail may be easy, but information sent by e-mail is less secure than our other claim filing options. Care should be taken to protect your personal information including only using the last-four digits of your Social Security Number on any claim sent by e-mail.

c To send a claim by **e-mail***

Complete the claim form you received from your Human Resources department or the one downloaded from your online account at **www.myCafeteriaPlan.com**.

Print and sign your claim form.

Scan the claim form and any receipts you will be submitting.

Send claim form and copies of supporting documentation as an attachment to:

claims@myCafeteriaPlan.com

b To send a claim by **mail or fax**

Complete the claim form you received from your Human Resources department or the one downloaded from your online account at **www.myCafeteriaPlan.com**.

Print and sign your claim form.

Attach any receipts or other supporting documentation.

To fax your claim, send claim form and copies of supporting documentation to: (937) 865-6502

To mail your claim information, please send to:

myCafeteriaPlan
Attention: Claims
432 East Pearl Street
Miamisburg, OH 45342