

www.FloresHR.com

Claim Filing Options:

For Fast Processing, claims should be submitted via the portal or FloresHR mobile app.

- **File your claim online:** Log in to your account at <http://accounts.floreshr.com> to submit your claim electronically.
- **Email your claim form:** Send your itemized receipts and completed claim form to myclaims@floreshr.com.
- **File your claim via fax or mail:** Claim details may be added to a completed claim form and faxed or mailed with documentation. **Fax:** 321-445-9621, **Mail:** FloresHR PO Box 1028 Allen Park, MI 48101

Instructions to fill out this form:

- Complete ALL participant information. Please provide your employer name without abbreviation.
- Use your documentation to complete each section of the form, including the following items:
 - **Date of Service**
 - **Type of Service**
 - **Out-of-Pocket Cost**
 - **Provider Name**
 - **Patient Name**

Tips For Claim Submission

- You must attach an itemized bill or explanation of benefits (EOB) form for healthcare expenses.
- Your Healthcare FSA covers eligible expenses for you and your dependents, even if they are not covered under your primary health plan.
- Only submit claims for eligible expenses. Examples of Healthcare FSA eligible expenses include health plan co-pays, deductibles, over-the-counter medications, eyeglasses, dental care, and certain medical supplies. The IRS provides specific guidance regarding eligible expenses - see IRS Publication 502. Additional resources can be found at <https://www.floreshr.com/#participants>.

Tips For Documentation

- Ensure that the documentation is legible.
- Documentation must clearly show date of service, type of service, out-of-pocket cost, provider name, and patient name.
- For Dental claims, the EOB is the best documentation. If the itemized receipt states "estimated insurance," we cannot accept it per IRS regulations.
- Orthodontia has special rules for documentation and reimbursement. Once the initial contract has been submitted and approved, 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.
- Canceled or copies of checks and credit card receipts are not acceptable for submission.
- If multiple pieces of documentation are attached, please circle the dollar amount that is being claimed on each piece of documentation.
- The use of a highlighter will cause highlighted areas to become illegible. Please do not use highlighter on your documentation.

Tips For Reimbursement

- Reimbursements can be sent directly to your preferred bank account by enrolling in Direct Deposit. You may add your direct deposit information on the participant website, <https://accounts.floreshr.com>.
- Reimbursements are sent via check through standard mail to the home address on file with FloresHR unless you are enrolled in Direct Deposit.
- For fastest processing, please upload your request to our participant portal, <https://accounts.floreshr.com>.
- Once your request is processed and approved, reimbursement will be issued within 1-2 business days.
- You will be notified via email of the status of your claim if we have a valid email address on file. To update your email address, please log in to your account at <https://accounts.floreshr.com>.
- Send only photocopies of your claim form and documentation—keep the originals for your records if submitting via postal mail.

Want faster reimbursement? Skip the form!

Submit your claims using the FloresHR mobile app or at <https://accounts.floreshr.com>.



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