

How to Submit a Claim



On the FloresHR Web Portal:

1. **Log in to your account** on our secure participant portal at <https://accounts.floreshr.com>
2. Go to **Menu > Reimbursements > Issue Reimbursement**
3. **Complete a series of questions** using the Add Expense wizard to help you submit your reimbursement request correctly and upload documentation as needed



On the FloresHR Mobile App:

1. **Download the FloresHR mobile app** through the App Store or Google Play
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2. **Log in** using the same username and password as the web portal
 3. Choose **Add Expense** from the menu at the bottom of the screen and follow the steps to complete your request

Helpful Tips:

- All receipts submitted for reimbursement must include the following information:
 - ✓ Date of Service
 - ✓ Description of Service
 - ✓ Out-of-Pocket Cost
 - ✓ Provider Name
 - ✓ Patient Name
- Be sure you have provided your current bank account information and choose to receive payment via direct deposit for fastest reimbursement.
- Check your Communication Settings to make sure you are receiving important account notifications: Click your name in the upper right corner in the web portal, or tap the user icon in the upper right corner on the mobile app, to review your contact details and communication preferences.

Unable to access the web portal or mobile app?

You may mail your claim to Claims Processing, PO Box 1028, Allen Park, MI 48101.