

FLEXIBLE SPENDING ACCOUNTS

HOW TO SUBMIT AN ONLINE CLAIM FOR REIMBURSEMENT

The following instructions are how to submit an online Health Care and/or Dependent Care Flexible Spending Account claim in Employee Self Service.

Before you begin your claim process, it is always a good idea to have all of your supporting documentation ready to attach in the online system by having all documents saved on your computer in a .pdf or .jpg format.

1. Log in to your [Employee Self Service site](#) and select the “**Dashboard**” tab from the left side menu.
2. Locate the “**Benefits & Wellness**” tile (heart shaped icon) and select it.
3. Locate “**Health & Dependent Care Flexible Spending**” (top left tile) and select it.
 - a. On the next page, you will see start a claim buttons and then just below that you can view your current year summary of your pledges, deposits and claims paid. If you participated the year before, you can look back at that summary as well.
 - b. At the top of this page, you may choose to either submit a health care and/or a dependent care claim. **Note:** *If you are not contributing to a dependent care account, you will not see that option to submit a claim towards and vice versa.* Once you have chosen either “**Start a Health Care Claim**” or “**Start a Dependent Care Claim**”, this will take you to the “**Submit a Claim**” page.
4. On the “**Submit a Claim**” page, this is where you will be attaching all of your documents and filling out your claim information and then finally submitting your request to University Benefits. **Note:** *there is a tutorial feature that is available for extra step-by-step instructional help in the upper right corner of this page.*
 - a. Upload supporting documentation by selecting the green “**+ Add files...**” button. You may add all of your documents at once.
 - b. Enter the information requested in the boxes provided. *All information entered in the Claims section, **MUST** match information on your supporting documentation.*
 - i. Health Care Claims: ONE date of service, ONE provider name, and ONE patient name per entry
 - ii. Dependent Care Claims: ONE start date of service, ONE end date of service, ONE provider name, and ALL dependents for whom childcare was provided for on the receipt.
 - c. If you loaded more than one supporting document in the beginning, you will need to choose which document matches the claim you are entering. Check the box to add your supporting documentation to your claim submission.
 - d. If you have additional claims to enter from the same documentation, choose the “**+ Add Another Claim**” button. The next claim information will appear below your first one entered. Repeat the above steps for your next claim entry.
5. Read the disclaimer and check the box to agree. If you do not check the box, you will not be able to choose the green submit button.
6. Submit claim to benefits by selecting the large green button or you can save it for later by selecting the blue button. Saving it does not submit it to University Benefits, you must come back and finish your claim and choose the green button.

Questions or concerns:

Please feel free to email the FSA Team at benefits-fsa@uiowa.edu or you can call (319) 335-2676.