



Entering a New Health Care FSA Claim

Logging into MyEnroll.com

Visit www.MyEnroll.com using the Internet browser of your choice (Firefox, Chrome, etc.). Next, enter your User Name and Password, and click **Sign In**.

Note: If this is your first time logging into MyEnroll.com, you will be required to complete the security questions before accessing the system to manage your claims.

Forgot your User Name and/or Password? Just click **Forgot User Name or Password** and follow the instructions provided to receive your login credentials.

The screenshot shows the MyEnroll 360 Sign In page. It features a search icon and a text input field for 'User Name', a lock icon and a text input field for 'Password', and a blue 'SIGN IN' button. Below the button are a 'Remember Me' checkbox and a link for 'Forgot User Name or Password'. At the bottom, there is an orange button labeled 'FIRST TIME USERS'.

Accessing the FSA Claims Online Entry System

After you have logged in, you will be directed to the Employee Profile Page.

Using the menu, select Enter FSA Claims Online from the Flex Spending Accts. section.

The screenshot shows a 'Flex Spending Accts.' menu with several options, each preceded by a star icon. The option 'Enter FSA Claims Online' is circled in red.

- Enter FSA Claims Online
- View Acct. Balances & History
- Health Care Expense List
- FSA Central Knowledge Base
- Manage Direct Deposit (ACH)

Entering a New Health Care Claim

Click on the Start New Claim button to begin.

Note: On the FSA Claims Entry screen, you can also click on tabs to view claims that are pending submission as well as your submitted claims history.

The screenshot shows the 'FSA Claims Entry' screen. It has two tabs: 'Start New Claims' (circled in red) and 'Explain'. Below the tabs are 'Pending Submission' and 'Submitted Claims History' sections. A table with columns for 'Submit for Processing', 'Batch Number', 'Entered on', 'Supporting Documents', 'Description', 'Total Amount', 'Edit Batch', and 'Delete Batch' is visible. A message at the bottom states 'No claims are waiting to be submitted.'

Adding a Health Expense to Your Claim

You will now see the FSA Claims Entry - Enter Expenses screen.

Click on the Enter Health Expense button to begin adding individual expenses to your claim.

The screenshot shows the 'FSA Claims Entry - Enter Expenses' screen. It includes several steps:

- Step 1: Batch Information**: Enter a brief description to help you identify this batch of claims if you view them at a later time. There is a pre-populated description, you may change it. Fields for 'Employee', 'Today', 'Batch', and 'Batch Entered' are present.
- Step 2: Enter Expenses**: You enter each Health Care Expense (Medical, Dental, Prescription, Vision, Over the Counter) expense items. The 'Enter Health Expense' button is circled in red.
- Step 3: View Your Expenses**: A table with columns for 'Client', 'Dates of Service', 'Expense Type', 'Provider', 'Procedure', 'Amount', 'Delete Item', and 'Edit Item'. A message below the table states 'No expenses have been entered.'
- Step 4: Attach Supporting Documents**: You must enter at least one expense before you can attach documentation. After you have entered at least one expense, you will be able to choose from two options to attach your supporting documents (e.g., receipts, EOBs).
- Step 5: Cancel this Claim**: Click the Cancel button to return to the FSA home page. A 'Cancel' button is shown at the bottom.

Adding a Health Expense to Your Claim

- In the Self or Dependent field, select the claimant using the drop-down box. If the dependent is not listed in the drop-down box, click on the **Add Dependent** button.
- Select the Dates of Service. A calendar tool is available to help you accurately populate these fields.
- Using the drop-down box, select the provider associated with your expense. If the provider is not listed, you can also click on the **Search Provider** button to find your provider's name.
 - If you search for a provider that is listed in MyEnroll.com, the provider's name will appear in the results menu. Click on the name in the results menu to add the provider to your claim.
 - If you search for a provider that is not yet listed in MyEnroll.com, you will receive a "No Providers Matched your Search" message. You will need to type in the name of the provider and click on the **Use what I have typed** button.
- Select the Expense Type by clicking Medical, Prescription, Vision, Dental, or Over the Counter.
 - When entering a prescription, you will be prompted to list the prescription number associated with each prescription receipt.
- Next, using the drop-down box, choose the procedure associated with your expense. If the procedure is not listed, you can also click on the **Search Procedure** button.
 - You can either search by procedure code (as listed on your paperwork) or typing a description of the service.
 - If you search for a procedure that is listed in MyEnroll.com, the procedure name will appear in the results menu. Click on the procedure name in the results menu to add it to your claim.
 - If you search for a procedure that is not yet listed in MyEnroll.com, you will receive a "No Procedures Matched your Search" message. You will need to type a description of the procedure and click on the **Use what I have typed** button.
- Enter the dollar value of the expense that you are claiming in the Claim Amount field.
- When you have entered all of the above information:
 - If you'd like to add additional expenses click on the **Save & Enter Another** button.
 - If you are finished, click on the **Save & Close** button.
 - You can also clear all fields and start over by clicking on the **Clear Fields** button.
 - Or, click on the **Cancel** button to close the window and return to the previous screen.

📌 **Helpful Tip:** As you submit claims, the associated providers and procedures will be stored in the drop-down list to make future submissions even faster and more convenient.

Enter Dependent Dry Care Claim

Please separately identify each expense being submitted for reimbursement. Do not enter "see receipt" or "grand total." IMPORTANT: If you do not denote each expense, the processing of your reimbursement request may be delayed and/or denied.

1. **Dependent** (dropdown menu)
2. **Date of Service From** and **Date of Service To** (calendar tool)
3. **Provider** (dropdown menu)
4. **Expense Type** (dropdown menu)
5. **Claim Amount \$** (text field)
6.

Provider Search

Enter any part of the provider number and/or name. Then click Search. If there are no results for your search terms, enter a valid provider ID and name and click Use What I Have Typed.

Provider's Federal ID (SSN or TIN) Name Dr. Gate

Number	Provider Name
No providers matched your search.	

Claims Entry Options

After providing your expense details, you will be directed back to the FSA Claims Entry - Enter Expenses page, where you can see your newly added claim. From this page, you can complete the following options:

- A. Enter Health Expense** Click on this button if you forgot to list one of your expenses.
- B. "Delete"** Click on this link only if you want to remove the claim information.
- C. "Edit"** Click on this link to update the claim information.
- D. Upload Claim Receipts to Attach to Your Online Submission** Click on this button to include receipts and other supporting documentation with your claim. (See step below for instructions on uploading claim receipts.)
- E. Print a Claim Form to Fax or Mail Your Claim Receipts** Click on this button to print your claim form and attach receipts to the printed copy. This submission should be sent via fax or USPS mail. The fax number and mailing address is provided on the claim form that you can print.
- F. Save Work** Click on this button if you do not want to submit your claim right now but would like to save your claim for submitting later.

Note: Depending on their benefit elections, some users can also enter Dependent Day Care claims from this screen. These users may do so before or after entering a Health Care claim by clicking on the **Enter Dependent Day Care Expense** button. For step-by-step instructions on entering a Dependent Day Care claim, please see here.

FSA Claims Entry - Enter Expenses

Step 1: Batch Information

Enter a brief description to help you identify this batch of claims if you view them at a later time. If there is a pre-populated description, you may change it.

Employee

Today

Batch

Batch Entered

Claims Amount \$120.00

Description [Batch Number TBD]

Step 2: Enter Expenses

You may enter Health (i.e., Medical, Dental, Prescription, Vision, Over the Counter) expense items.

[Enter Health Expense](#)

Step 3: View Your Expenses

Your expenses will not be submitted for processing until you have completed Steps 4 and 5.

Claimant	Date of Service	Expense Type	Provider	Procedure	Amount	Delete Item	Edit Item
	11/1/13 - 11/1/13	Prescription	CVS Pharmacy #0970	Prescription	\$120.00	Delete	Edit

Step 4: Attach Supporting Documents

Choose a button below. [Consult instructions](#)

[Upload Claim Receipts to Attach to Your Online Submission](#)

OR

[Print a Claim Form to Fax or Mail Your Claim Receipts](#)

Step 5: Save Claims and Return Later

Click the "Save Work" button to save your entries so you can return later to continue setting up your claim submission.

[Save Work](#)

Upload Claim Receipts and Supporting Documentation

When you click on the **Upload Claim Receipts to Attach to Your Online Submission** button, you'll be directed to the FSA Claims Entry - Upload Supporting Documents screen. From here, you can attach scanned images of receipts, as well as other supporting documentation, for your eligible FSA expense. If you do not have a scanner, you can take clear pictures of your receipts with your cell phone, send them to yourself in an email, and then upload and save them to your computer to attach.

- Click on the **Browse** button.
- Select the file(s) for your FSA expense receipt or supporting document.
- Click on the **Open** button to add item(s) to your list of files.
- If you forget to select a receipt, repeat the above three steps for additional receipts and/or supporting documents.
- Click on the **Attach all Files to Claim** button to upload your files to MyEnroll.com.

Note: Supporting documentation can include receipts, statements, documentation, Explanations of Benefits, prescriptions, and/or Letters of Medical Necessity showing that the eligible expense was incurred. To see the supporting documentation required for your claim, please review this guide.

FSA Claims Entry - Upload Supporting Documents

You may upload scanned receipts, EOBs, and other supporting documents in the following formats:

- bmp
- gif
- jpg / jpeg
- png
- tif / tiff
- PDF

Note: The total size of all the documents you upload at one time must not exceed 2 Gigabytes.

Select File(s) to Upload from your computer

Submitting and Certifying Your Claim

After you have attached all of your supporting documents, you will return to the FSA Claims Entry page. From here, you can submit your claim by clicking on the **Submit Claims for Processing** button at the bottom of the page.

As soon as you click on the **Submit Claim for Processing** button to submit your claim, the FSA Claims Entry - Certify and Submit Claims notice will appear.

- Read the notice and check the box at the bottom of the screen to certify your submission.
- To finalize your submission, click on the **Submit Claims** button.
- If you do not wish to submit your claim at this time, click on the **Cancel** button. You will go back to the FSA Claims Entry - Enter Expenses page.

FSA Claims Entry - Enter Expenses

Step 1: Batch Information

Enter a brief description to help you identify this batch of claims if you view them at a later time. If there is a pre-populated description, you may change it.

Employee

Today

Batch

Batch Entered

Claim Amount

Description

Step 2: Enter Expenses

You may enter Health (i.e., Medical, Dental, Prescription, Vision, Over the Counter) and Dependent Day Care expense items.

[Enter Health Expense](#) | [Enter Dependent Day Care Expense](#)

Step 3: View Your Expenses

Your expenses will not be submitted for processing until you have completed Steps 4 and 5.

Claimant	Dates of Service	Expense Type	Provider	Procedure	Amount	Delete Item	Edit Item
						Delete	Edit

Step 4: Attach Supporting Documents

Choose a button below. [Detailed Instructions](#)

[Upload Claim Receipts to Attach to Your Online Submission](#) | [View Uploaded Documents](#)

Step 5: Submit Claim for Processing

Choose a button below. [Detailed Instructions](#)

[Save Work](#) | [Submit Claim for Processing](#)

FSA Claims Entry - Certify and Submit Claims

You are about to submit all expenses for all documents included in this group. Are you sure you want to SUBMIT ALL of your entered expenses?

HEALTH CARE FLEXIBLE SPENDING ACCOUNT CERTIFICATION

I certify that the expenses submitted herewith were incurred during the plan year and qualify for reimbursement as expenditures for medical care and not merely for general health or cosmetic purposes. The expenses have been incurred and paid by my spouse, my eligible dependent(s), or me and have not or will not be reimbursed from any other health plan, insurance, or any other source. The expenses have not or will not be claimed as deductions in filing income tax returns. I understand that if an expense is determined to be ineligible, I am responsible for reimbursing my plan for the expense.

I understand that if there is a discrepancy between the total amount of expenses that I requested above and the total amount of the attached receipts, I will be reimbursed according to the total amount of eligible expenses on the attached receipts. These expenses have not been and will not be reimbursed from any other source.

Benefit Allocation Systems, Inc. / MyEnroll.com does not insure benefits under the flexible spending account plan. Your employer is solely responsible for determination of entitlement to, and payment of, any amounts due under the plan. Refer to the plan documents for more details.

I have read and agree with the above statements.

[Cancel](#)

Congratulations you have just completed your Health Care Claim online!

To Look at your FSA Account History

You may log on to www.myenroll.com at any time to check the status of your FSA claims. After logging into MyEnroll, select FSA Claims from the Quick Links menu. Then select the **Claims & EOB History** tab. Each receipt processed will be listed along with the payment status of "paid" "denied" or "pending." To find out why a claim is denied, click on the **Denied** link.

Flex Spending Accts.

☆ [Enter FSA Claims Online](#)

☆ [View Acct. Balances & History](#)

☆ [Health Care Expense List](#)

☆ [FSA Central Knowledge Base](#)

☆ [Manage Direct Deposit \(ACH\)](#)



If you have questions about your Debit Card or your FSA program, please contact us at 1-800-945-5513 or Info@BASusa.com. Your questions and feedback are important to us.