

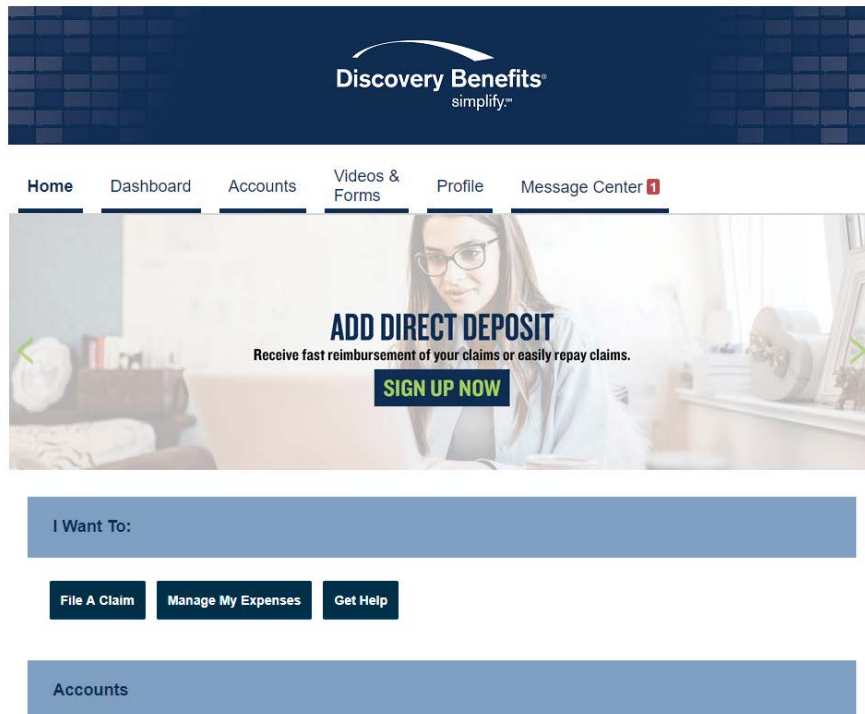
Q: I have eligible medical expenses incurred **prior** to 2019 that I have not yet submitted for reimbursement. How do I file a claim in my Discovery Benefits (DBI) online account?

A: After January 1, 2019, Discovery Benefits (DBI) will process all claims for eligible medical expenses, even those that were incurred **prior** to 2019. Refer to the “How to File a Claim Handout” to file a claim online.

1. Select the “File A Claim” option in the “I Want To” section within your DBI online account.
2. Populate the “Pay From” and “Pay To” fields from the drop down list and select “Next”.
3. On the “Receipt/Documentation” screen, select “Upload Valid Documentation” to provide the actual claim documentation. Once you’ve uploaded all applicable documents, select “Next”. **When the documentation is received, the Discovery Benefits Claims team will process your 2018 and prior claims appropriately.**
4. On the Accounts/File A Claim, Claim Details page, you will need to enter 1/1/2019 as the “Start Date of Service” and the “End Date of Service” (***as this is the plan date that is needed for the DBI system***) even though the claims date of service is prior to 1/1/2019. **The claims department reviews the actual service on the documents that have been uploaded.** 2019 claims should be reported with the actual service dates. Complete the remaining fields with the details specific to your claim and follow the remaining prompts.

Please refer to the screenshots below for examples of each step

1. Click “File a Claim” under the “I want to” section.



2. Populate the “Pay From” and “Pay To” fields from the drop down list Accounts / File A Claim

Create Reimbursement

* Required


Online claim filing is a fast and easy way to file claims. Simply select the appropriate options from the dropdown menus below and start filing!

Please note:

Uploaded receipts must be in a .jpg, .pdf or .gif formats and file size cannot exceed 2MB. Processing filed claims takes approximately two business days. If your employer has a unique reimbursement schedule your funds will not pay out until its scheduled reimbursement date.

If you are issuing payment to someone else, you are unable to request reimbursement for mileage.

Pay From *

Pay To * 

Based on your selection, you will be requesting a Claim Reimbursement.

[Cancel](#)

[Next](#)

3. Upload documentation Accounts / File A Claim

Receipt / Documentation

* Required

Receipt(s) *  [Upload Valid Documentation](#)

Summary

Pay From Medical

Pay To Me

[Cancel](#)

[Previous](#)


[Next](#)

4. **Populate the date of services with 1/1/2019 if the service was prior to the effective date with Discovery Benefits, or the actual date of the claim if after 1/1/2019.**

Accounts / File A Claim

Claim Details

* Required

Start Date of Service *	<input type="text" value="1/1/2019"/>
End Date of Service	<input type="text" value="1/1/2019"/>
Amount *	<input type="text" value="\$ 50"/>
Provider *	<input type="text"/>
Category * 	<input type="text" value="Select a category..."/>
Type *	<input type="text" value="Select a type..."/>
Description	<input type="text"/>

If the category is 'Other' or 'Over-the-Counter Drugs', you must provide a description.