

How to Send a Reimbursement Check Directly to a Provider Via Your HRA Online Account

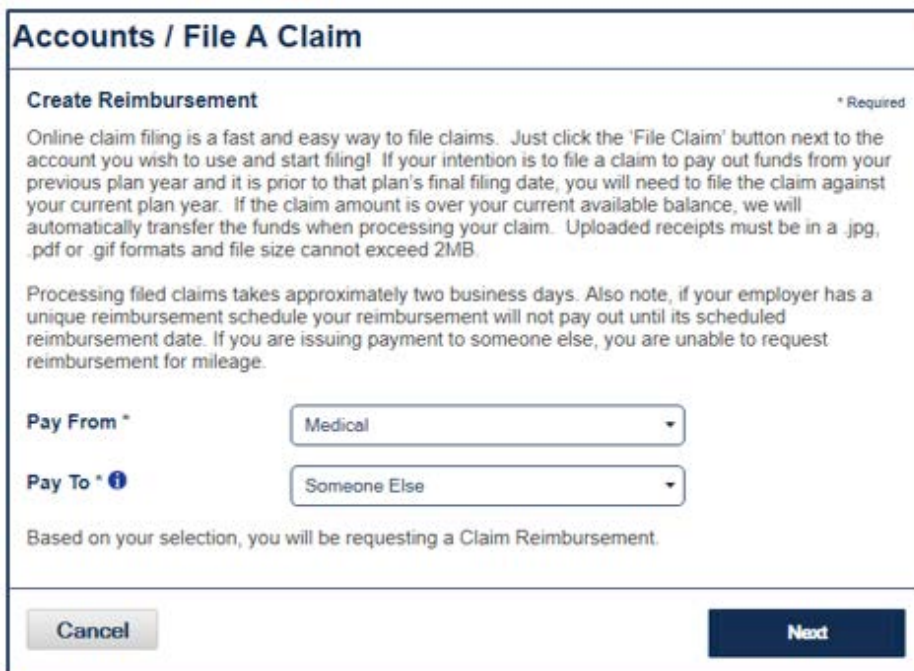
To file a new claim and have the reimbursement sent directly to your provider, follow these steps:

1. In the "I Want To" section of the Home tab click "**File A Claim**".



The screenshot shows a navigation menu titled "I Want To:" with a light blue header. Below the header are five dark blue buttons with white text: "File A Claim" (highlighted with an orange border), "Make HSA Transaction", "Manage Investments", "Manage My Expenses", and "Get Help".

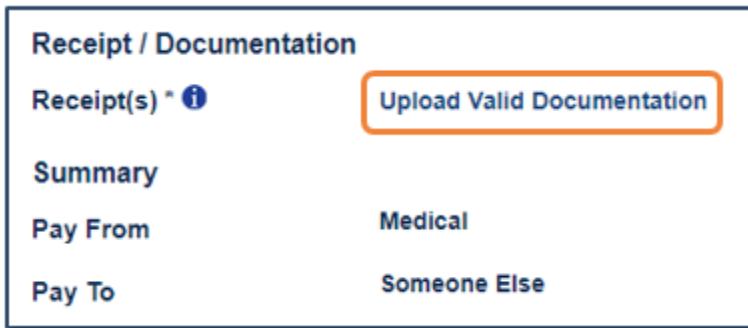
2. Select an option from the "Pay From" drop-down list. In the "Pay To" drop-down list select "**Someone Else**" and then click "**Next.**"



The screenshot shows a form titled "Accounts / File A Claim". The main heading is "Create Reimbursement" with a "* Required" note. Below the heading is a paragraph of text explaining the online claim filing process and requirements for receipts. Another paragraph explains the processing time and reimbursement schedule. Below the text are two dropdown menus: "Pay From *" with "Medical" selected, and "Pay To * ⓘ" with "Someone Else" selected. Below the dropdowns is a note: "Based on your selection, you will be requesting a Claim Reimbursement." At the bottom of the form are two buttons: "Cancel" and "Next".

3. Complete the **required fields** and then click "**Next.**"

4. Click **"Upload Valid Documentation."**



Receipt / Documentation

Receipt(s) * ⓘ **Upload Valid Documentation**

Summary

Pay From Medical

Pay To Someone Else

5. To upload a receipt, click **"Choose File,"** search for the file containing your receipt, click **"Open"** and then click **"Submit."**

Please Note: Receipts must be in a JPG, JPEG, GIF, PNG or PDF format and cannot exceed 2 MB.



Upload Receipt(s) X

Choose File No file chosen Remove

Receipts must be in a JPG, JPEG, GIF, PNG or PDF format and cannot exceed 2 MB
Add Another Receipt

Cancel Submit

6. Click **"Next."**

7. Complete the **required fields** and then click **"Next."**

8. **Review** your transaction summary. If changes are needed, click **"Update."**

9. Review the Claims Terms and Conditions and then check the box indicating you have read, understand and agree to them. Then click **"Submit."**

10. A confirmation message will appear to verify the claim was successfully submitted. Your documentation will be processed within two business days.

Please Note: You will be notified if further documentation is needed. If you have an email address on file, you will be notified via email. Otherwise, you will be notified by mail. Allow two to eight business days for mailing time.