Spending Account Online Guide

Alerts to keep you informed.

If you need help with your account, we’re just a phone call away!

Now it’s even easier to find your balance!

Drop-down tabs provide more detail.

Approved claims yet to be paid.

Claims with this symbol need additional documentation.

Use this claim ID when calling with questions about a specific claim.

Claims with this symbol cannot be reimbursed.
This section provides important information about your claim.

This section shows detail about a particular claim.

This section shows whether your claim was approved and for how much.

Multiple ways to search make it easy to find a claim.

Choose a specific type of transaction to narrow your search.

Check this box to see only the claims that need your attention.

At-a-glance payment information.

The most common searches are just a click away.

Know when you submitted a claim? Select the date of service here.
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FREQUENTLY ASKED QUESTIONS

Q Are all of my transactions available online?
A Yes, all transactions are available for viewing on the website.

Q Why was only a portion of my expense reimbursed?
A You may need to submit additional validation to determine if this expense is valid. You can find out more by looking up the specific claim using the “Search” tool.

Q How long does it take to receive a claims pending payment?
A The time it will take to receive your payment can be found on the Claim Detail screen.

Q What information about my claim can be found online?
A In addition to the amount, information about the account used, method of payment, and the method of reimbursement can all be found online.

Q Does my paid claim amount include my card swipe?
A Yes, your paid claim amount includes card swipes.

Q How do I view only those claims that need my attention?
A Click “Advanced Search” and select “Claims Needing My Attention” in the “Show Me” section.

Q What claims are found in “Other Submitted Claims?”
A Any claim that you did not submit by fax, mail, or card swipe is categorized as an “Other Submitted Claim.”