

## How do I submit a claim for reimbursement or Payment?

You can submit claims online in your account for reimbursement or payment to provider.

Follow the steps below to submit claims for reimbursement. Be sure that you have registered for your account at [healthequity.com](https://healthequity.com): and for the most expedient payment of claims submitted, be sure to choose direct deposit of payments directly to your bank.

1. In your account, select the type of claim you want to submit.
2. Go through all the steps to complete the claim details and information.
3. Review and submit claim.
4. Upload a digital image of your documentation. You must include the documentation/receipt information, or your claim will not be processed for reimbursement. An explanation of benefits (EOB) is usually the best document to use.

You will receive an email when we receive your claim documentation to let you know it's in the processing queue.

For quick processing, please make sure that your receipts and documentation include the following five pieces of information:

1. **Patient's Name:** The name of the person who received the service or for whom the item was purchased for. For retail store purchases, this information may be excluded.
2. **Provider's Name:** The provider that delivered the service or where the item was purchased.
3. **Date of Service:** The date on which services were provided or the item was purchased.
4. **Type of Service:** A detailed description of the service provided or item purchased. A bag tag is sufficient for prescriptions.
5. **Cost:** The amount you paid for the service or product and/or the portion that is not reimbursed through your insurance carrier.

<sup>1</sup>Accounts must be activated via the HealthEquity website to use the mobile app.