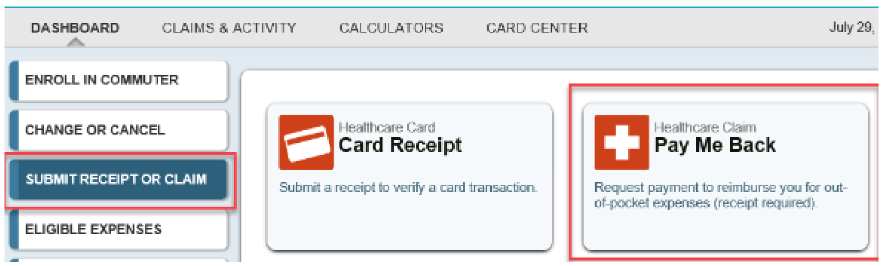
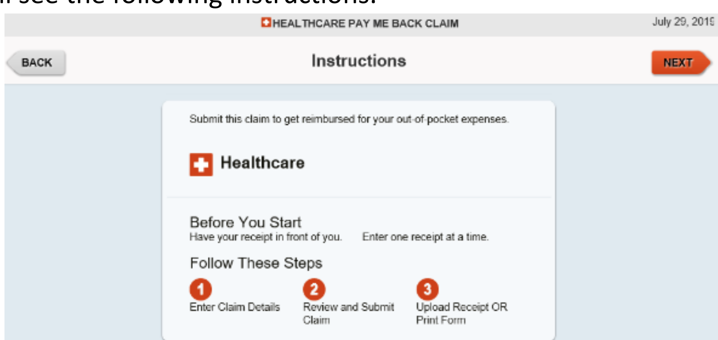
Wageworks - Flexible Spending Account (FSA) Desktop Reimbursement Instructions

Member must be logged in to their account on the website www.wageworks.com to submit an online Pay-Me-Back (PMB) claim. Online PMB claims cannot be processed until the receipt (s) and/or documentation has been received.

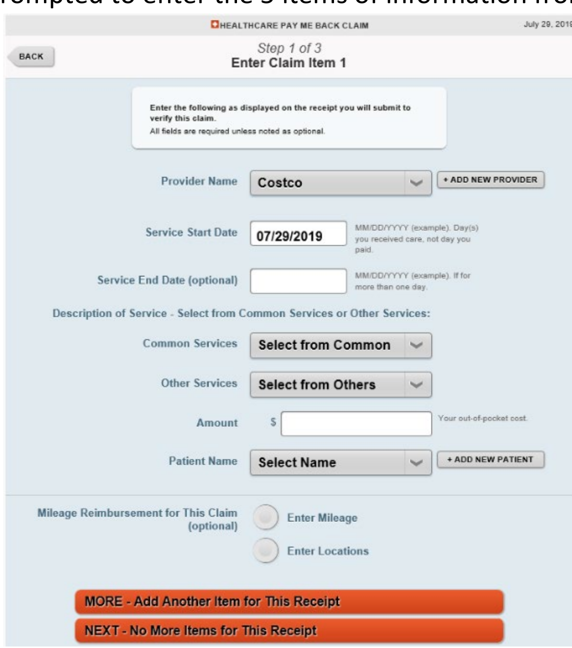
- Employees will click on “Submit Receipt or Claim” then Pay Me Back.



- Employees will see the following instructions.



- Employees will be prompted to enter the 5 items of information from their receipt(s).

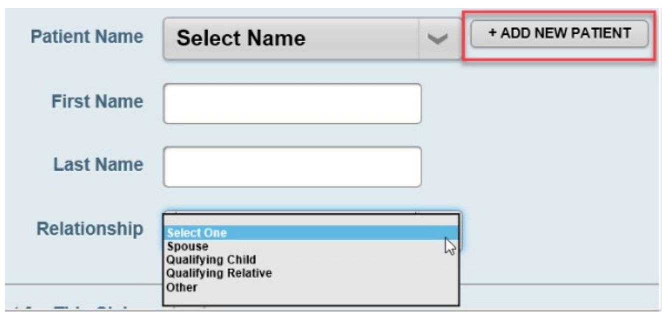


- Employees can enter a new provider in the field provided, or if claims have previously been submitted for a provider, they can select their name from the drop-down menu.

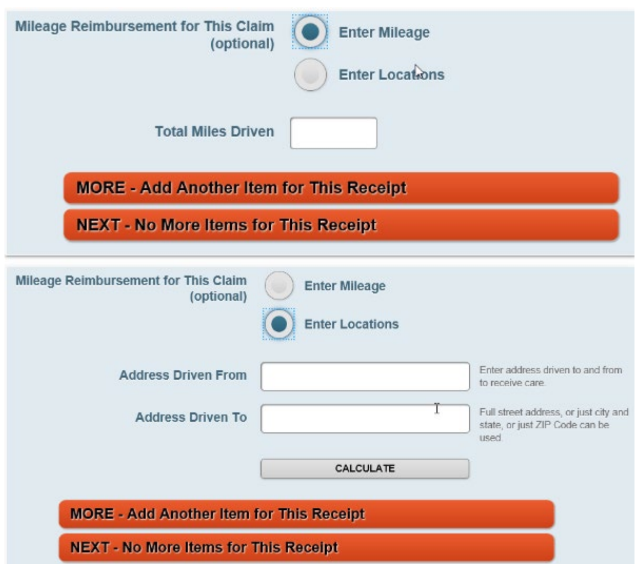
- The Other Services dropdown will list Ineligible expenses. When an ineligible expense is selected, a denial will occur prior to the submission of the claim.

- If an expense is questionable, a message will be triggered that an Letter of Medical Necessity/Prescription (LMN/RX) is necessary. This will let you know that additional documentation is required.

- If the Patient Name is not listed in the dropdown, employees should click on the '+Add New Patient' button and enter First Name, Last Name, and Select Relationship from the drop-down list.



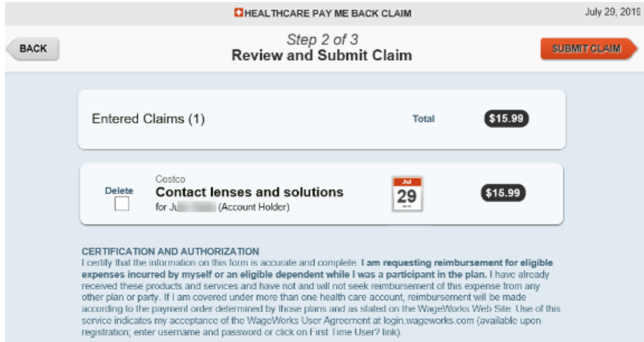
- When the employee selects an eligible medical expense in the "description" box, medical mileage can be entered.



- If there are multiple expenses on the same receipt, employees can click 'More - Add Another Item for This Receipt' for each additional expense.

- Once all items from the receipt have been entered employees will click 'Next - No More Items for This Receipt' button.

- The Claim Summary will display.

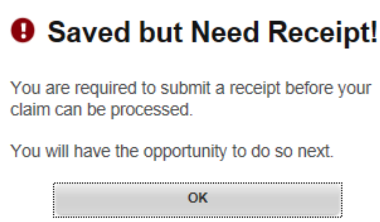


- The employee will have the option to click ‘Back’ to make changes to the information entered, if needed.

- Employees will have the option to delete a line if entered incorrectly by checking the ‘Delete’ box.

- If there are no changes, the employee will click the ‘Submit Claim’ to continue.

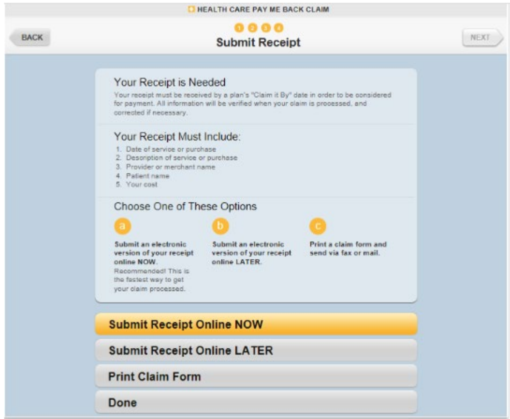
- After the employee clicks “Submit” they will be prompted to submit their receipt

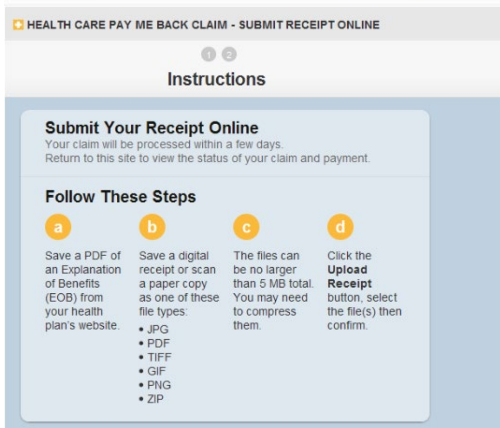


- Employees will have the option to ‘Submit Receipt Online NOW’ or ‘Submit Receipt Online LATER’.

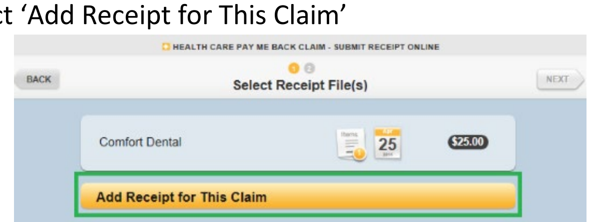
- By clicking the ‘Submit Receipt Online NOW’ provides employees with the option to upload the receipt.

- The next screen provides Instructions to upload the receipt. The following file types are acceptable, JPG, PDF, TIFF, GIF, PNG and ZIP. The maximum size limit is 5MB.

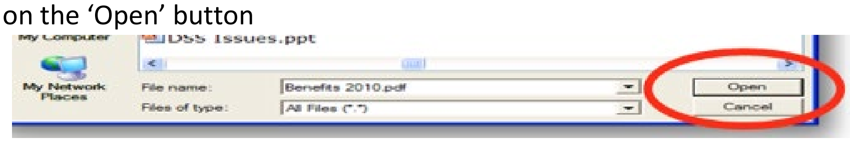




- Click ‘Next’ to select ‘Add Receipt for This Claim’

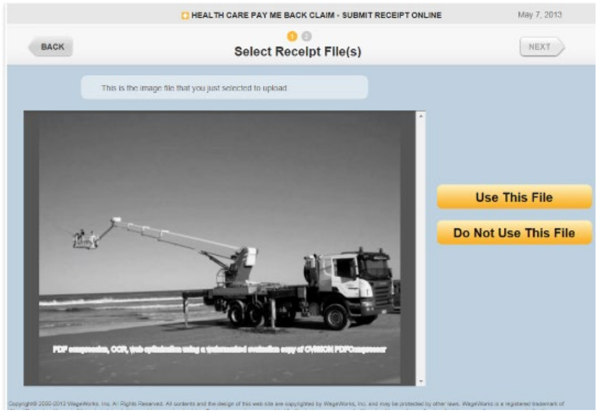


- Employees will be able to select a file on their computer for upload by highlighting the file and clicking on the ‘Open’ button

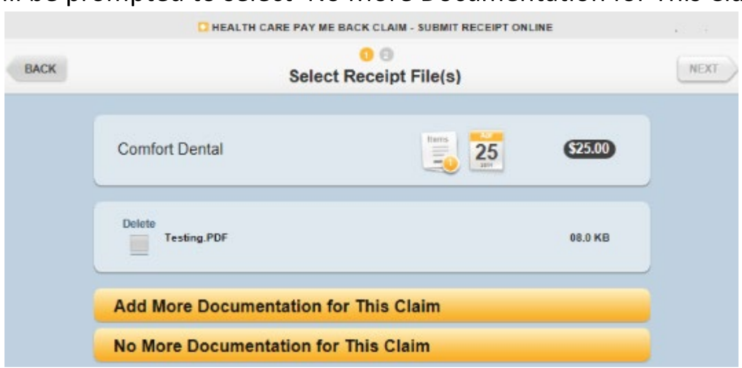


- A preview of the selected image will be provided to review before submitting.

- Employees will select ‘Use This File’ button or ‘Do Not Use This File’ button. The option to preview is not available for ZIP files (because the file is actually a folder that contains any number of other files).



- Employees will be prompted to select ‘No More Documentation for This Claim’ button.



- To complete the submission employees will click ‘Submit Receipts’ button and will receive a confirmation of receipt submission.