

## Flexible Spending Claim Submission Tips

**Claim Forms:** We strongly encourage the use of the newest PCA claim forms, which are available on our website [www.aai-pca.com](http://www.aai-pca.com) under “Participants/Forms and Brochures/Forms”. These forms will allow you to group expenses by claim type, instead of having to fill in the details of each and every item submitted. Participants should ensure that they are using the correct type of form for the benefit being requested. For example, a daycare request on a healthcare claim form will not be payable. Daycare reimbursement should be submitted with a daycare form.

**Image Quality:** When preparing your reimbursement request we ask that all writing be in *black ink*, the documentation should be legible - not too dark and not too light. Do not highlight items, as they will not be seen when scanned for archive. The font size of documents should also be large enough to be clearly scanned. Small fonts will run together and cause documentation to be unreadable. Photocopies of documentation should be sent with your claim form, originals should be retained for tax purposes. Please do not send double-sided documents.

**Faxing Claims:** Special care should be taken when faxing claims since incomplete or illegible items will be denied. Once a fax is received it is placed directly into our workflow. Our customer service representatives cannot confirm receipt of a fax until it has been processed in the system.

**Complete Claims:** All information should be complete on the form. This includes all personal identifiers, dates of service (both the FROM and TO dates), total reimbursement requested, signature and signed date. Missing information can delay claims or cause them to be denied for insufficient information. Also note that each request requires a reimbursement form in addition to the documentation.

**Dates of Service:** When filling out the FROM and TO dates, the IRS requires that they be the dates that the actual care or service took place. Please do not use generic dates such as the beginning and end of your plan year, or a month and year entry. Use of non-specific dates of care may cause your claim to be delayed or denied.

**Original Documents:** We suggest that you do not send original documents, as those received cannot be returned. A copy of the image is available at the cost of \$1.00 per page.

**Note:** *To maintain a timely turnaround of reimbursements we do not call members regarding questions or missing documentation. Claims will be denied via a letter addressing the denial or need for additional information.*