

## The Personal Choice Account® Tip Sheet

Mail or Fax your PCA reimbursement requests to:

**Mailing Address**

AAI  
PO Box 3199  
Portland, OR 97208

**Phone/Fax Numbers**

1-800-334-4340  
Fax: 503-973-9720

**On the web**

[www.aai-tpa.com](http://www.aai-tpa.com)  
(Get forms & check balances)  
Email: [pca@aai-tpa.com](mailto:pca@aai-tpa.com)

**Customer Service:**

- Our Customer Service hours are 8:00 am – 5:00 pm PST.
- You may call or email us by using the information provided above.

**How to request reimbursements:**

After you have incurred eligible items or services, please fax or send the following information:

- A completed reimbursement request form
- A copy of the receipt with date(s) of service, type of service or item, name of provider, and dollar amount (you do not have to submit requests for premium payments)
- Once documents are received, claims are normally processed within 48-72 hours. Distributions are processed daily.

**Direct Deposit:**

- To enroll, please complete the enrollment document provided to you. Make sure to attach a voided blank check.
- Your first reimbursement from AAI will arrive via check, even if you enroll for direct deposit.
- You can change or update your direct deposit information by completing a new form and sending it to the above address

**What correspondence will I receive from AAI?**

- AAI will send you a check or remittance advice for each reimbursement request. This correspondence will include information on your annual election amount, the dollars contributed to date, the dollars claimed to date, the dollars paid to date and the total dollars represented in the current remittance.
- In the event that additional information is needed or a submitted expense is ineligible, a letter will be sent to explain the situation.
- AAI will send you a 3<sup>rd</sup> quarter statement to inform you of your remaining balances and transaction history.
- AAI publishes a PCA Newsletter two times per year. It contains information and updates that is relevant to your plan.
- You can use [www.aai-pca.com](http://www.aai-pca.com) to check your account information at any time

For further information, frequently asked questions or enrollment documents you may contact your HR Department, AAI at 800.334.4340, or visit our website [www.aai-pca.com](http://www.aai-pca.com)