

Completing a Claim Form



To enter your claim online:

Go to www.advantageadmin.com and click on Employee Online Account Access. Make sure any pop-up blockers have been disabled for this site. Upon logging into your account, select Request a Payment and follow the instructions.

1. Select a claim type from the drop down list, enter start date of service, end date of service, description of service and amount. Please note: dates of service are the dates that the service occurred, not when payment for service was made.
2. Click **Add an Item**, and claim items will be displayed.
3. To add multiple items, continue to enter line detail and click **Add an Item**.
4. When finished entering items, click **View Form**.
5. Print the form and sign it.
6. Attach documentation and submit to Advantage Administrators.

OR

Complete a printed claim form:

Complete a pre-printed claim form available from your HR department or on the **Forms** page of www.advantageadmin.com. Please print legibly on this form.



1. Complete the entire form, including your name and your employer's name.
2. You **MUST** fill in the dollar amount you are requesting for reimbursement. It should be your exact cost or less if you do not want to claim the entire amount.
3. Sign and date form.
4. Attach documentation and submit to Advantage Administrators.

Attaching Documentation:

When filing a claim, you **MUST** attach copies of the itemized receipt, a statement from your provider or the explanation of benefit from your insurance company. This needs to include a description of the service or product, the date of the service or sale and the amount of your eligible expense. If this information is not included, your claim will be returned to you for re-submission.

The IRS has determined cancelled checks, credit card slips, statements showing only a balance due or payment slips are not acceptable documentation.

Submit your Request:

Submit your completed and signed claim form with the corresponding documentation to us by:

- Fax to: 319-352-4018 or 319-352-2610
 - *Please note that due to the high volume of claims we receive each day, receipt of faxed claims cannot be verified. You can verify that your claim has been received following the day of processing by accessing your online account or by calling our Automated Flex Hotline at 888-705-0608.*
- Scan and email to: customercare@advantageadmin.com
- Mail to: Advantage Administrators, PO Box 118, Waverly, IA 50677
- Drop it off at our office at 100 2nd St. SW, Waverly, IA 50677. Office hours are Monday-Friday 8am-5pm. An afterhours drop box is available.

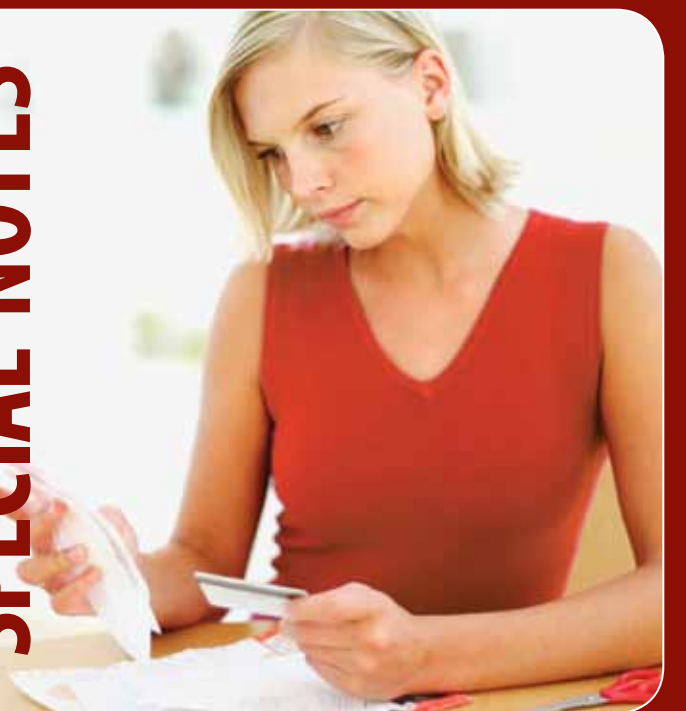
Claims are processed daily Monday-Friday (except holidays). All claims received in our office before noon Central Time will be processed that day and payment will be released the next business day. Claims received after noon will be processed the following day. Within 2 business days, if you have not seen your claim processed online or by calling our Automated Flex Hotline at 888-705-0608, please re-submit your claim.

Make sure you keep a copy of all items submitted for your own records. You can also keep the originals and send copies to Advantage Administrators. Claims and documentation submitted becomes part of the plan and cannot be returned to you.

Tips:

- **Check your statement or receipt before you leave the office or store, and ask for additional information if your receipt does not include all of the above.**
- **Use your explanation of benefits when at all possible.**
- **Do not use a highlighter on your claim form or receipts. This will not copy or fax, and covers up the information. You may circle or *star areas of importance.**
- **Do not round up your amounts. Please enter the exact amount or less; a dollar amount must be included. Writing "balance of account" is not acceptable.**

SPECIAL NOTES



- Services must be rendered before you are reimbursed. No pre-payments.
- Day care participants may have their provider sign where indicated on the claim form as proof of the services rendered; this will qualify as a receipt.
- There are exceptions for Orthodontia services. Reimbursements may be based on your contract with your Orthodontia service provider. For questions regarding this, please call Advantage Administrators.
- If you have included an over-the-counter item, please make sure the name is marked on the receipt and on the claim form. For over-the-counter medications, drugs, and dual-purpose items, a Letter of Medical Necessity completed by your medical provider who has prescription writing authority must accompany the claim. The Letter of Medical Necessity can be downloaded at www.advantageadmin.com.
- If your claim is denied, you will receive a written notice to the address provided. This notice will indicate the reason your reimbursement request was declined and how you can correct, if possible.