



MEDICAL REIMBURSEMENT ACCOUNT

How to File a Claim for Approval

Claim Filing Options

- **File claim online:** Log in to your account at participant.wageworks.com/sfmra to submit your claim electronically.
- **File claim via fax or mail:** Claim details may be entered online and a completed form may be printed and faxed or mailed with documentation.

Fax:
1(866) 599-3058

US Mail:
CLAIMS ADMINISTRATOR
P.O. Box 14857, Lexington, KY, 40512

Instructions to Fill Out This Form

- Complete ALL account holder information.
 - Use your documentation to complete each section of the form, including the following:
 - Provider Name
 - Service Date(s)
 - Patient Name and Relationship to Account Holder
 - Type of Service
 - Patient Responsibility
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Tips for Claim Submission

- For a complete list of eligible expenses specific to your plan, log in to your account at participant.wageworks.com/sfmra and select “Eligible Expense” from the left side of the screen. Only submit claims for eligible expenses.
- An eligible dependent is defined as a spouse, qualifying child, or qualifying relative. A qualifying child is defined as a dependent child up to age 26 or any age if permanently disabled. A qualifying relative is someone who resides with you for more than half of the year. Qualifying children and relatives must not provide more than half of his/her own support.

Tips for Documentation

- Ensure that the documentation is legible.
- Review your plan’s FAQs document to confirm the documentation requirements for claims submission. Failure to submit the required documentation may result in a delay in processing your claim.
- The use of a highlighter causes items to not be legible on the documentation; highlighter use is not recommended.
- Send only photocopies of your claim form and documentation — keep the originals for your records if submitting via US Mail.
- Canceled or copies of checks and credit card receipts do not contain all 6 required pieces of information needed to approve your expense and are not acceptable for submission.

Tips for Faxing

- Do not use a cover page when faxing the claim form and documentation
- Submit only claims for your own account.

Tips for Viewing Claim Status

- Please allow 2 business days from receipt of your claim for processing.
- You will be notified via email of the status of your claim if we have a valid email address on file (to update your email address, please log in to your account at participant.wageworks.com/sfmra and select “Profile” in the upper right corner of the screen).

