

How to Submit a Recurring Claim

The recurring claims tool allows participants with a fixed membership cost to submit one claim for the entire plan year. This feature creates a quick and easy submission process for those with qualified recurring payments to a service provider.



What expenses qualify as a recurring claim?

To setup a recurring claim, the expense must have a fixed weekly or monthly cost and be paid to the same provider each time the expense occurs.

Submitting your recurring claim:

Step 1: After you have successfully registered on the participant portal, log into your online account, scroll down to the My Tools section of the page, and select the My Recurring Claims icon from the menu.

Step 2: Enter the details requested about your expense. To establish a recurring claim you will need to provide the start and end date for one billing cycle. We will use this data to prepare future claims for this expense

Step 3: Attach supporting documentation and submit your recurring claim. Sufficient documentation for a recurring claim includes a copy of the contract with the provider, a signed recurring claim form, or documentation that includes the duration of service, type of service, and recurring cost of service.

Can recurring claims be submitted for multiple providers?

Yes. Recurring claims may be submitted from different providers. A separate recurring claim would need to be submitted for each provider.

What if my provider and/or claim amount changes?

You can manage your recurring existing recurring claims through the My Recurring Claims tool. Dollar amounts for existing providers can be edited, but the updated claim must be accompanied by documentation reflecting the change. To establish a recurring claim for a new provider, cancel any existing claims, and submit a new recurring claim.