

HOW TO SUBMIT A CLAIM ONLINE



Submitting claims online is an easy and secure way to initiate a reimbursement from your account. Simply follow the 3 simple steps below and we'll take care of the rest!

1 STEP 1

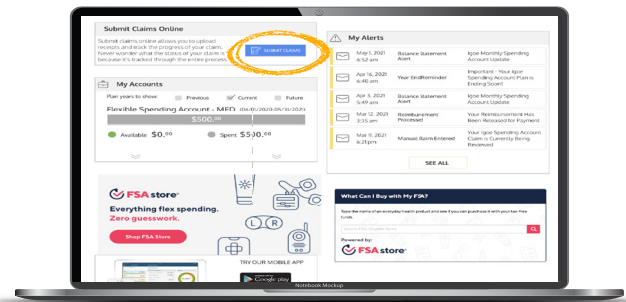
Make sure you have a saved copy of your receipt documentation on file and sign into the Igoe Participant Portal (www.goigoe.com/flex).



2 STEP 2

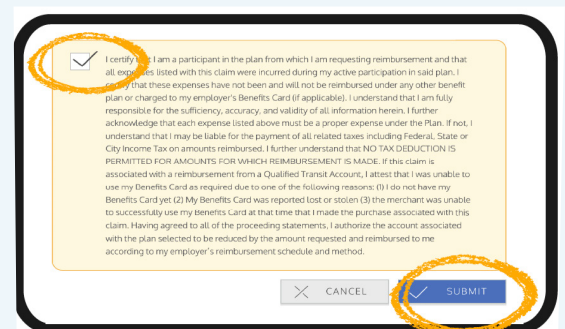
Once you are logged in, simply click on the "Submit Claims" button located on your Personal Dashboard and enter all of the claim details noted below, then proceed to attach your receipt documentation.

- Service Start Date
- Service End Date
- Account Type
- Claim Amount
- Provider



3 STEP 3

Once you have attached your receipt documentation, check the box next to the acknowledgment agreement and click on the "Submit" button. We'll send you an email to confirm your claim submission. We'll also alert you when your claim has been released for payment.



Tips for Documentation

- Proof of payment is not required
- List the cost of the service(s) or product(s)
- Show who the service/item was provided for
- Include a detailed description of the service or product
- Must include the date of the service or product purchased
- Unfortunately, credit card receipts do not provide sufficient information