

Helpful Hints

- Please make sure to keep your mailing address and email address current with **our office**.
- In order to expedite claims processing, we request that you **submit your claims online** or **fax your claims to (844) 859-7308**. When submitting your claims, please make sure that all required information is legible.
- Due to the heavy volume of claim requests around the end of the year, we suggest you that you send your reimbursement requests earlier than normal to ensure that you will receive your reimbursement(s) prior to the holiday season.
- Remember the Cafeteria Plan is an Internal Revenue Service (IRS) approved program, and GGA is required to follow the IRS regulations. When submitting a claim, we must receive proper documentation showing us the **(1) date of service, (2) the provider of services, (3) what procedure was done, and (4) the amount you are being charged**. We cannot pay from a previous balance or paid receipt. An Explanation of Benefits (EOB) or Itemized Statement are good examples of acceptable documentation. Providing a pharmacy printout of prescriptions that have been filled is also an acceptable and time-saving form of documentation.
- Full Debit Card Participants: You can use your *Benefits FSA Debit Card* to pay for doctor visits, vision care, dental care, hospitals, pharmacy, and day care expenses. Make sure to save the Explanation of Benefits (EOB) from your insurance carrier or the Itemized Statement of expenses from the health/day care provider. If you receive an email from *noreply@glynn.info* asking for documentation, simply printout the email and send with required documentation. The email gives you several options on how to send this info to us. Failure to do so may require you make a repayment to your Cafeteria account. Please note, no MasterCard receipts will be accepted.
- You can access updated forms and educational resources at our website, <https://glynn.info>, as well as login to your Cafeteria Plan (FSA) account.
- To expedite the claims process, please do not use old Reimbursement Request forms.