

Go Electronic!

Filing Health Account Solutions Claims

Due to the COVID-19 surge driven by the Omicron variant, we are experiencing production delays in our debit card fulfillment partner. If you are waiting to receive your debit card and need to use your own funds prior to receiving your card, you can submit electronically using the online portal or mobile app. Turnaround times to be reimbursed are within 2-5 business days when you file electronically with all supporting documentation. We ask that you don't attempt to re-order cards as lost or stolen as this will just further delay receiving your cards.

Filing Reimbursement Claims Electronically

Option 1: File claims on the online Consumer Portal

Login to the secure [Consumer Portal](#). If this is your first time logging into the Voya Health Account Solutions site, click the **Get Started** link. You will answer a few questions and then set your own username and password. If you have set up this information already, enter your username and password and click the login button.

For Health Flexible Spending Accounts, Health Reimbursement Accounts, Limited Purpose FSAs, Dependent Care FSAs, or Commuter Benefits Parking* Account claims:

- On the portal Home Page, select the **File a Claim** button within the "I want to" section. It will walk you through the process.
- Select the account you want to file a claim under: Flexible Spending Account, Limited Purpose Flexible Spending Account, Dependent Care Flexible Spending Account, or Commuter Benefits Parking Account.
- Select the payee
- Upload your receipt(s) or other documentation.
 - Receipts must be in a JPG, JPEG, GIF, PNG or PDF format and cannot exceed 8 MB. The maximum number of uploaded receipts is 4.
- Enter the claims details.
- Hit Submit
 - If submitting more than one claim, select **Add Another** and complete the process again.

Please Note: If you see a **Receipts Needed** link in the **Tasks** section of your **app's Home Page**, click on it. You will be taken to another screen where you can see the claims that require documentation. Click on the **Upload Receipts** link for the claim and the same choices as described above will be available to upload the receipt. You don't need to mail us anything and we will review the uploaded receipts as we process your claim.

* If you have a Commuter Benefits Transit account, per IRS guidelines, you must use your Voya debt card to purchase transportation passes or rides. You cannot purchase passes or rides with other methods and request a reimbursement.

For Health Savings Accounts reimbursements and distributions:

- On the portal Home Page, select the **Make An HSA Transaction** button within the “I Want To...” section.
- Select **My HSA** in the from field.
- Select the payee: you or someone else.
 - If you select **My HSA Investment Account**, you will be requesting a transfer from your HSA cash account to your HSA investment account.
- Select the frequency for the distribution: one-time or scheduled.
- Enter the transaction details.
- Read the distribution disclaimer and check the box acknowledging you read, understand and agree to the information and terms.
- Hit submit
 - If submitting more than one claim, click **Add Another** and complete the process again.

Get Your Reimbursement Faster: Sign Up For Direct Deposit!

Setting up direct deposit through our online portal allows you to get your reimbursements electronically.

- From your online portal Home page, hover over **Accounts** tab.
- Under the **Profile** section, click **Banking**.
- Click **Add Bank Account**.
- Fill in all required fields using your banking information and click **Submit**.
- Verify your bank account. When submitting a reimbursement, a deposit will be made to the account within 1-3 business days. Once you confirm the deposited amount, the account will be activated and available for use.
 - To confirm the deposited amount, hover over the **Accounts** tab. Under the **Profile** section, click **Banking**.
 - Click **Activate Bank Account**. Enter the micro-deposit amount and your account is activated.

Option 2: File claims on the Voya Health Accounts mobile app.



Download the Voya Health Accounts app for your chosen device from the Apple App Store or Google Play and log in using the password you use to access the Voya consumer portal. If this is your first time logging into the Voya Health Account Solutions site, click the **Get Started** link. You will answer a few questions and then set your own username and password. If you have set up this information already, enter your username and password and click the **login** button.

For Health Flexible Spending Accounts, Health Reimbursement Accounts, Limited Purpose FSAs, Dependent Care FSAs, or Commuter Benefits Parking claims:

- On the portal Home Page, select the **File a Claim** button within the **I Want To** section.
- Select the account you want to file a claim under: Flexible Spending Account, Limited Purpose Flexible Spending Account, Dependent Care Flexible Spending Account, or Commuter Transit Account.
- Select the payee

- Upload your receipt(s) or other documentation.
 - Use your device's camera to snap a photo of the receipt, or retrieve an already taken picture from your device's photo gallery or retrieve an already taken picture from the app's Receipt Organizer.
- Enter the claims details.
- Hit Submit
 - If submitting more than one claim, click **Add Another** and complete the process again.

Please Note: If you see a **Receipts Needed** link in the **Tasks** section of your **app's Home Page**, click on it. You will be taken to another screen where you can see the claims that require documentation. Click on the **Upload Receipts** link for the claim and the same choices as described above will be available to upload the receipt. You don't need to mail us anything and we will review the uploaded receipts as we process your claim.

For Health Savings Accounts reimbursements and distributions:

- On the portal Home Page, select the **Make An HSA Transaction** button.
- Select the payee
- Enter the transaction details.
- Read the distribution disclaimer and check the box acknowledging you read, understand and agree to the information and terms.
- Hit Submit

Health Account Solutions, including Health Savings Accounts, Flexible Spending Accounts, Commuter Benefits, Health Reimbursement Arrangements, and COBRA Administration offered by Voya Benefits Company, LLC (in New York, doing business as Voya BC, LLC). HSA custodial services provided by WEX Inc. For all other products, administration services provided in part by WEX Health, Inc.

This highlights some of the benefits of these accounts. If there is a discrepancy between this material and the plan documents, the plan documents will govern. Subject to any applicable agreements, Voya and WEX Health, Inc. reserve the right to amend or modify the services at any time.

The amount saved in taxes will vary depending on the amount set aside in the account, annual earnings, whether or not Social Security taxes are paid, the number of exemptions and deductions claimed, tax bracket and state and local tax regulations. Check with a tax advisor for information on whether your participation will affect tax savings. None of the information provided should be considered tax or legal advice.

Investments are not FDIC Insured, are not guaranteed by Voya Benefits Company, LLC (in New York, doing business as Voya BC, LLC), and may lose value. All investing involves risks of fluctuating prices and the uncertainties of return and yield inherent in investing. All security transactions involve substantial risk of loss.

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