

Benefit Concepts

Self Service Center for Reimbursement Account Benefits

PAPERLESS CLAIM SUBMITTAL

Benefit Concepts is pleased to announce that effective May 3, 2008, we will be releasing new functionality that provides for a paperless approach to claims submission.

How does it work?

- If you have access to a desktop scanner, you simply need to scan your documentation and save the images on your computer. All images must be scanned at a resolution in the range of 300 to 600 DPI, with a dimension up to 2550x3300, and are no larger than 3 MB in size. Only JPEG, TIFF and BMP image files that are black & white or grayscale will be accepted.
- Images may be uploaded either during the on-line claims submittal process by selecting the 'Click Here' link under Electronic Submission on the Claim Submittal page or through the Upload Substantiation Link on the Participant Home Page and under the 'I want to...' box. The Upload Substantiation link allows you to upload images to Web Transmittals that have already been submitted but not processed as well as images to Manual or Web claims that have been suspended and a Request For Information (RFI) has been issued.

Note: Participants still have the option to print the transmittal and fax or mail the signed transmittal and substantiation if they do not wish to use the Electronic Submission functionality.

- To upload the documents, simply select browse; locate the saved image and select Upload.
- Once all images are loaded, you must read and check the box stating that you agree to the Term and Conditions of the claim submission. By doing this you sign the form electronically and enable the Submit button.
- You then select Submit.

What are the benefits?

- Once the substantiation is uploaded to the system, within a minute you will be able to confirm the receipt of your claim and substantiation. You will not need to contact the call center.
- You do not need to fax or mail your information.
- Claims and substantiation are automatically transmitted to the Claims Review Department.

XYZ Company
Your Benefits at Work

HOME | PARTICIPANT INFO | I WANT TO...

You are here: Home > Upload Substantiation List > Upload Images

XYZ Company | Welcome, Sheryl

Upload Images for Transmittal #1508900

Below is the list of claims included in the Transmittal. Please upload images that will provide the substantiation for all claims. Providing incomplete substantiation will delay the processing of the claim.

Please make sure all images are scanned at a resolution in the range of 300 to 600 DPI, with a dimension up to 2550x3300, and are no larger than 3 MB in size. Only JPEG, TIFF and BMP image files that are black & white or grayscale will be accepted.

Claim Number	Service Date(s)	Provider	Amount	Recipient
5509045W	01/01/2008	Rite Aid	\$ 10.00	Sheryl

I have read, understand and agree to the [terms and conditions](#).

Please use the browse button to select scanned images from your local machine. Click on Upload button to upload the image.

If you wish to remove an existing image, press the Delete button under the image you wish to remove. You will have to submit your changes in order for the removal to take effect.

Repeat the above steps to upload all images to substantiate the claims listed above. Once all images have been uploaded, click on Save to complete your electronic submission.

Please click on thumbnail to view larger image. Press ESC or click anywhere outside the pop-up to close it.

Select image:

Questions?

If you have any questions about www.avantserve.com, please contact the Benefit Concepts Customer Service Center at 1-800-969-2009.

