BenefitWallet®

How to substantiate a claim through the BenefitWallet® member portal

If you have a BenefitWallet Health Care Flexible Spending Account (HCFSA) or Health Reimbursement Arrangement (HRA), you must substantiate (provide proof) for the purchases you make to ensure the expense is eligible for reimbursement. See the instructions below on how to substantiate a claim using the BenefitWallet member portal. For more information about the required documentation needed to substantiate a claim, **click here**.
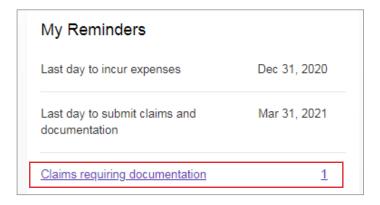
Step 1
Log in to the BenefitWallet member portal at **www.mybenefitwallet.com**.
- If you need to create a User ID and Password, click **First Time User**.
- If you have forgotten your User ID, click **Forgot User ID**.

Step 2
In the center of the home page, there is a tile titled **My Reminders**.
- If there is a number next to **Claims requiring documentation**, then you have transactions to substantiate.
- Click **Claims requiring documentation** to complete the upload process.

My Reminders

Last day to incur expenses	Dec 31, 2020
Last day to submit claims and documentation	Mar 31, 2021
Claims requiring documentation	1

Step 3
To upload the required documentation for substantiation, click on the **Upload Receipts** button.

| 4/15/2020 | Flexible Spendi... | Dr. Spence | CHARLES ... | $1.23 | Required | View Confirmation | **Upload Receipts** |

Step 4
Click **Choose File** to locate the documentation you saved on your computer, then click **Submit**.

Repeat as needed for any additional claims requiring substantiation.

Upload Receipt(s) ✕

Choose File | No file chosen | Remove

Receipts must be in a JPG, JPEG, GIF, PNG or PDF format and cannot exceed 8 MB
Add Another Receipt