



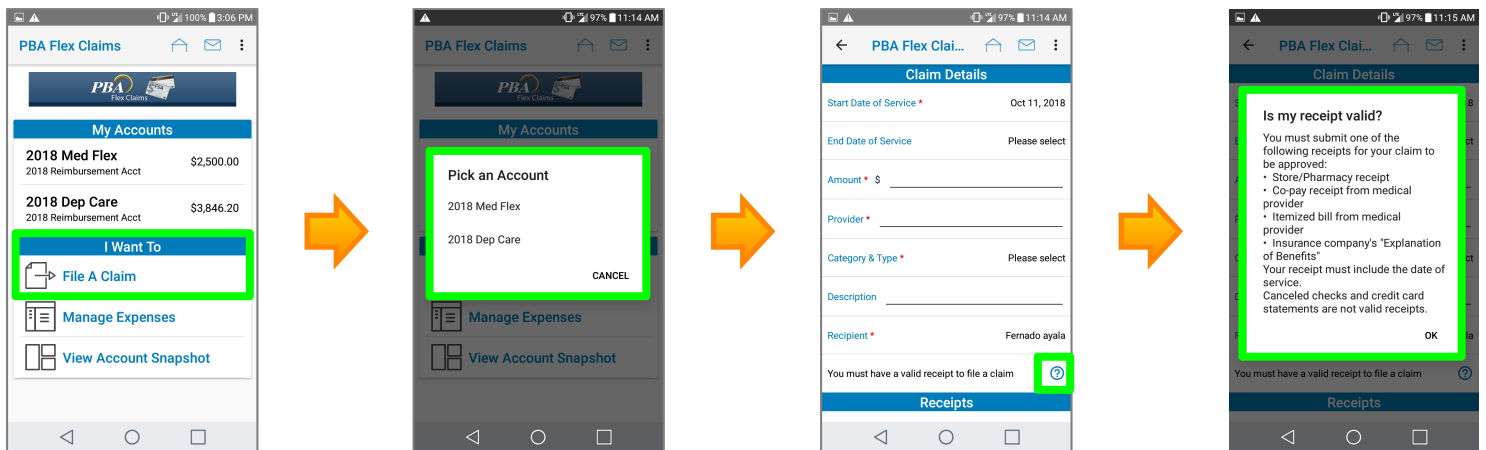
Claims Submission Procedure

Introduction

PBA Flex Claims supports mobile claims submission. Submit new claims and receipts right from your mobile device by following the instructions below.

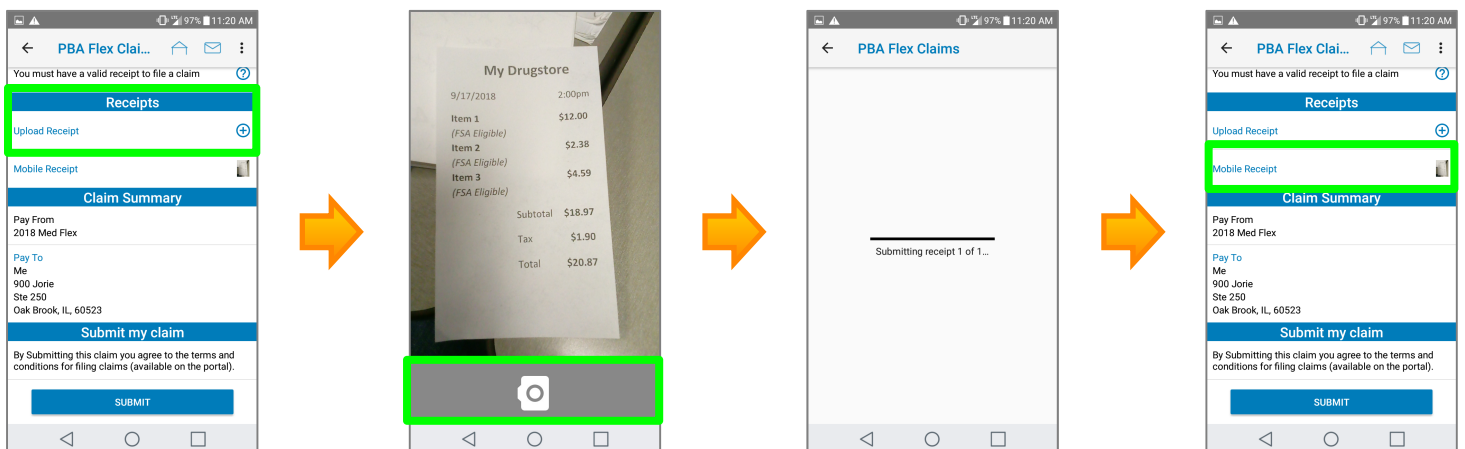
To Submit a New Claim

To submit a new claim, log into the app and on the home screen touch the “File a Claim” button. When prompted select which account to file the claim under and begin filling in the claim details. If you need help, touch the “?” buttons for more information relating to the claim detail section that you are currently entering. When choosing category type, some categories may require 2 or more selections in order to select a specific category. If applicable, enter the miles that you’ve driven to receive medical goods or services.



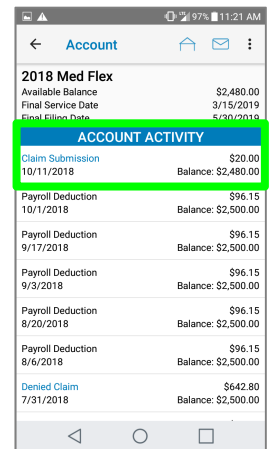
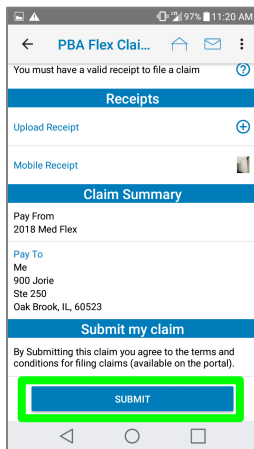
To Upload a Receipt

To upload a receipt, touch the “Upload Receipt +” button, this will launch the built-in camera on your mobile device. Take a picture of the receipt for the claim and touch the “OK” button to upload the receipt. If you have multiple receipts for the claim, touch the “Upload Receipt +” button again and repeat the process. You can view each receipt that you’ve uploaded by touching the “Mobile Receipt” buttons under the “Upload Receipt +” button.



To Finish Submitting the Claim

Once you've entered the claim details and uploaded all receipts, read the disclaimer and touch "Submit". You will receive an email confirmation of the claim submission.



Support

If you have any difficulty performing these steps or if you have any questions not addressed in this document, feel free to contact PBA Flex Claims app support at (800) 435-5694 or by email at mobilesupport@pbaclaims.com.